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Transportation

MILITARY AIRLIFT PASSENGER SERVICE



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This volume implements AMCPD 24-1, *Military Airlift Policy for Aerial Port Operations* and establishes policy and procedures for passenger processing, and provides uniformity, standardization, and guidance for orderly and efficient passenger operations. Each form is subject to provisions of AFI 33-332, *Air Force Privacy Act Program*, as required by this volume, and contains a Privacy Act statement either incorporated in the body of the document or in a separate statement accompanying each such document. This volume applies to Air Force Reserve Command (AFRC). This volume also applies to Air National Guard (ANG) units when published in ANGIND 2. This regulation requires the collection and maintenance of information protected by the Privacy Act of 1974. The authority to collect and maintain the records prescribed in this instruction are E.O. 9397, 22 November 1943, and 10 USC 8013, Secretary of the Air Force; powers and duties; delegation by. Each form subject to the provisions of AFI 33-332 either contains a Privacy Act statement in the body of the document or in a separate accompanying statement. System of records notices FO76 AMC A applies.

SUMMARY OF REVISIONS.

This interim change (IC) 2004-1 updates office symbol changes resulting from organizational changes on the HQ AMC staff and within the command, corrects formatting inconsistencies, and provides additional guidance on several customer service topics and the Terminal X Program. A bar (|) indicates a revision from the previous edition.

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Section A—General Information

1. Preface. Nothing affects the image of the Air Mobility Command (AMC) as much as its peace time passenger operations. As the executive agent and the single manager for airlift services for the Department of Defense (DOD), AMC operates its peace time operation for two reasons: (1) to continually exercise and train the military and civilian manpower needed to help the United States meet contingencies around the world and, if necessary, go to war; and (2) to provide low-cost transportation to the DOD. The image AMC projects to its DOD customers is influenced by the customer service its passengers receive when traveling via AMC. Passenger Service Agents (PSAs) function as AMC's ambassadors; they must meet the highest standards of dress and conduct. The service AMC provides to DOD members and their families has a significant impact on their impression of "quality of life" in the military service.

2. Passenger Operations.

2.1. General. AMC passenger terminal activities will provide a complete range of services to accommodate arriving and departing passengers and travelers awaiting AMC air travel. The terminal will afford the passenger orderly and convenient progress from the ground side of the terminal to the aircraft and back. Depending on the size, physical layout, and personnel assigned, functions may be realigned/combined for operational efficiency. All DOD passengers (Space-Required and Space-Available) will be provided prompt, courteous, and professional service on an equitable basis. Each PSA is a passenger advocate. Our passengers deserve the best service possible and nothing less than our strongest efforts.

2.2. Each AMC passenger terminal activity should review [Attachment 1](#), Recommended Publications and [Attachment 8](#), Standards of Performance. Order applicable publications as necessary.

2.3. Customer Relations training. All passenger terminal activities must maintain an annual customer relations training course. Units may use AMC Customer Relations CBT, or a commercially produced course program, if desired to develop a local training program.

2.4. AMC Form 22, **Passenger Survey Program**. Quality Assurance Personnel (QAP) or PSAs will ensure this survey card is provided to the commercial contract crew for distribution prior to arrival at the final destination on Patriot Express missions as follows: Surveys will be provided at the last overseas en route location of the mission routing before reaching the CONUS or the last CONUS en route location of the mission routing before reaching the overseas location. Patriot Express locations will make the survey card available for passengers traveling on the Patriot Express. Passengers will still have the option of mailing (postage free) direct to HQ AMC/A43D, turning them over to the aircrew member or turning them over to AMC personnel at destination for forwarding to HQ AMC/A43D. The AMC Form 22 is available at the HQ AMC PDC Internet site, and Local Area Networks.

2.5. All passenger terminals will use the AMC Passenger Terminal Survey to measure customer satisfaction at their particular location. The template can be found on the A43P website (see [Attachment 11](#)). The survey should be used as a local tool to demonstrate terminal effectiveness and assist with improving service as well as recognizing outstanding performers. Blank surveys will be placed in conspicuous areas around the passenger terminal. A single collection box may be used for this survey and the AMC Form 253.

2.6. Each AMC passenger terminal activity will ensure all agents have reviewed Passenger Policy Updates messages transmitted via Defense Message Service (DMS). These messages are also available on the HQ AMC/A43P web site (see [Attachment 11](#)).

2.7. Each AMC passenger terminal activity will ensure manual procedures are developed and exercised. Manual procedures will be used during "stressful environment" operations, i.e., power or computer outage due to battle damage. As a minimum, exercises will be conducted on a quarterly basis and documented. When possible, exercises should be conducted in conjunction with wing/base exercises and during periods when it has the least impact on customer service.

NOTE: In the event of automated data processing (ADP) or computer equipment failure during the manifesting process, initiate manual backup procedures to produce a manifest to accompany the aircraft. The backup system should be capable of producing one of the following: offline manifest or DD Form 2131, **Passenger Manifest**. This manifest will contain all required data IAW DOD 4500.9R, *Defense Travel Regulation* (DTR).

2.8. AMC Form 76, **Passenger Travel Information (AMC-GRAM)** All passenger terminals/operations will make a customized local AMC Form 76 available using the template located on HQ/AMC A43P website (see [Attachment 11](#)) to increase customer convenience and passenger agent effectiveness. The size of each section can be adjusted to meet requirements but the information must be listed as stated on the template. This form contains standardized introductory information with space for each station to insert information most requested by travelers. The form will contain information on the cost, availability, location of billeting and transportation, a recommendation to differently abled passengers with non-apparent disabilities (such as hearing impairment, asthma, or pacemakers) to advise passenger service agents of this disability at the time of check-in, notification of the AMC no-smoking policy on aircraft, and the form's revision date. Print a map of the base and major facilities on the reverse. Additional information can be added at the local commander's discretion to increase customer service and convenience.

2.8.1. AMC Form 76 will be updated annually.

2.9. AMC Commander (AMC/CC) Letter to the Passenger (AMCVA 24-105, **Dear AMC Traveler**). AMC/CC is personally interested in the passenger's welfare and wishes to hear about the service passengers receive. To encourage comment, AMC/CC has a letter to explain his policy. Display this letter, Commander AMC's photograph, and a collection box (see [Attachment 15](#)) for AMC Form 253, **Air Passenger Comments** in the most prominent place in each terminal. The collection box should match the décor of the terminal. Local management will decide design of collection box at their location. Empty the collection box at least once a day. The passenger service officer should use passenger comments as much as possible to manage problems and provide favorable recognition to assigned personnel.

2.9.1. Revision of AMCVA 24-105. HQ AMC/A43P will revise the form when the AMC/CC changes. In the interim, terminals will remove the AMCVA-105 and display a letter, on AMC letterhead, signed by the senior AMC official on the installation. HQ AMC/A43P will send verbiage for the letter via message.

2.10. Passenger Service Identification Badges. To easily identify a PSA, each passenger agent and supervisor will wear a passenger service badge below the nametag; a badge may be attached to the pocket with a clip-on device. The badge will not be worn on the blue sweater. Commanders may authorize the wear of Passenger Service Badges on BDUs. Passenger service badges will be worn

only while on duty. Each badge is to be 3.5 inches wide, 2.5 inches high, and made of the standard nametag material. The agent's badges are blue, unless the agent is a shift supervisor, whereupon it is red. The passenger service officer also wears the red identification badge while on duty (reference AFI 36-2903, *Dress and Personal Appearance of Air Force Personnel, AMC supplement*). The blue badge reads: "AMC Passenger Service Agent," while the red badge reads: "AMC Passenger Service Supervisor." On personnel transfer, badges will be turned in during out-processing.

NOTE: Due to the number of security badges required by the airport authority, AMC gateway personnel are exempt from this requirement.

2.11. Privacy Act Statements (PAS). IAW AFI 33-332, passenger terminals will display a PAS to notify passengers of the collection of personal information. Display the signs in areas where passengers routinely furnish personal information. PAS signs are locally developed and must include the authority, purpose, routine uses, and disclosure items.

2.11.1. For Global Air Transportation Execution System (GATES) locations the following information is provided and may be used verbatim to develop the PAS. For additional information refer to: <http://www.defenselink.mil/privacy/notice/usaf/F024AFAMCA.htm> (GATES privacy notice) and AFI 33-332.

2.11.1.1. Authority: 10 U.S.C. 8013, Secretary of the Air Force and E.O. 9397 (SSN).

2.11.1.2. Purpose: Passenger Name Records are used to prepare aircraft manifests for passenger identification processing and movement on military aircraft, commercial contract (charter) aircraft, and on seats reserved (blocked) on regularly scheduled commercial aircraft at military and civilian airports. Records in this system are also used to develop billing data to the user Military Services or other organization; determine passenger movement trends; forecast future travel requirements; and identify, research, and resolve transportation related problems.

2.11.1.3. Routine Uses: In addition to those disclosures generally permitted under 5 U.S.C. 552a(b) of the Privacy Act, these records or information contained therein may specifically be disclosed outside the DOD as a routine use pursuant to 5 U.S.C. 552a (b)(3) as follows; to customs officials for the purpose of notifying foreign countries of personnel and equipment arrivals; records from the system are routinely disclosed to other Federal agencies and offices providing transportation, and to civilian airlines and airports for transportation services, developing billing data, manifesting passengers, and for forecasting future requirements. The 'Blanket Routine Uses' published at the beginning of the Air Force's compilation of systems of records notices apply to this system.

2.11.1.4. Disclosure: Voluntary. Non-disclosure of information will prevent the processing and movement of the passenger.

2.12. Emergency Pet Handling Procedures. Terminals handling Patriot Express missions will establish written procedures to handle emergencies concerning pets to include at a minimum:

2.12.1. A listing of local emergency veterinary clinic locations and phone numbers.

2.12.2. Point of contact for pet disposition (normally the local humane society).

2.12.3. Lost/deceased pets will be processed IAW AMCI 24-101, Vol 15, Para 11.

2.12.4. Immediate courtesy notification to HQ AMC/A43P.

2.13. Public Address Systems. Each passenger terminal will use a terminal announcement system to pass information to passengers (see [Attachment 23](#), Suggested Terminal Announcements). When it is not in use, conservative recorded music or a reasonable facsimile may be connected to the system. Commercial gateway managers will obtain the use of local airport public address system for announcements to our passengers.

2.14. All passenger terminals will maintain a website that meets the following minimum criteria:

2.14.1. Accessible to passengers both inside and outside the .mil domain.

2.14.2. Passenger terminal contact information to include mailing address, DSN and commercial voice and fax telephone numbers, hours of operation and remote space available sign-up procedures to include email address.

2.14.3. List of required information for remote sign-up (see paragraph [9.1.1](#)).

2.14.4. Link to passenger terminal AMC Gram (see paragraph [2.8](#) for format).

2.14.5. Link to AMC Space Available Information Website (see [Attachment 11](#)).

2.14.6. Available customer conveniences, e.g., availability of food, ATM, lockers, family lounge, etc.

Section B—Passenger Service Center (PSC)

3. General. The PSC provides interface between the Passenger Reservation Center (PRC), passenger check-in section, and individual Space-Available/Required passengers. At commercial gateways and operating locations, the "Passenger Service Center is referred to as the "Military Assistance Counter." This counter includes Customer Service Branch (CSB), and other Service liaison personnel, when assigned.

4. Responsibilities.

4.1. Seat Management. Handles all matters relating to seat management control which occur after a mission is released to the terminal such as walk-ins, no-shows, late arrivals, rotated passengers, administrative holds, passport holds, etc. Coordinates with the appropriate PRC prior to pulling the premanifest and upline/downline Passenger Terminals after receiving the premanifest when additional seats are required. Arranges with the passenger check-in section to ensure information concerning available seats is promptly relayed to minimize workload surges and permit orderly processing of additional Space-Required/Space-Available passengers.

4.2. Passenger Eligibility. Determines passenger eligibility IAW DOD 4515.13R, *Air Transportation Eligibility* and the Foreign Clearance Guide; maintains the Space-Required and Space-Available passenger registers, and determines the order of movement for both Space-Required and Space-Available passengers. Ensures passengers have appropriate border clearance documentation, when required.

4.3. Reservations and Related Actions. Handles reservation and related actions within the passenger terminal after the premanifest is pulled and immediately preceding flight check-in.

4.4. Coordination. PSC maintains close liaison with other terminal operation sections on matters relating to passenger reservation actions and premanifest listings. Coordinates directly with the con-

tract representative, and the passenger check-in section on all operational matters relating to the application and use of airlift capability.

4.5. Flight setup at GATES Stations. The PSC/contractor will accomplish the flight set up at GATES stations. The flight controller of a contracted location will review the premanifest, check for special category passenger codes, and pass requirements to the shift supervisor. PSC will review the premanifest, check for special category passengers, and pass requirements to the passenger processing shift supervisor.

4.6. Booking Control. The PSC has reservation/booking control for all scheduled passenger missions from the time the premanifest is requested and received from GATES until the mission departs. During this time, the PSC can port book passengers, cancel reservations, accept late substitutions, increase/decrease group/family/troop seat blocks, and reduce/increase the allowable cabin load (ACL) as required after coordinating with appropriate agencies i.e. upline/downline stations, passenger processing.

4.6.1. Port Booking Passengers. Passengers who arrive with orders/GATES itineraries for the flight(s) being processed but are not on the premanifest will be traced and verified in GATES before being port booked when seats are available.

4.7. Premanifest. At GATES stations, the PSC should request the premanifest and lockout the flight 24 hours prior to scheduled mission departure but no earlier than 72 hours. The PSC will prepare premanifests for Patriot Express missions and forward sufficient copies to information control/dispatch NLT 10 hours prior to scheduled aircraft departure. At Non- GATES stations, the Parent Revenue Traffic Data Processing Center (RTDPC) will forward the premanifest to the PSC upon request or not later than 24 hours prior to scheduled mission departure.

4.8. Opportune Airlift. The PSC will initiate action to process passengers for seats that become available on opportune airlift.

4.8.1. Manifesting of Passengers. On channel missions, with prior coordination of the downline station, passengers may be manifested past stations where minor mission number changes occur. Minor mission number changes include a change in the basic mission number (i.e. outbound to inbound 0671 to 0672), suffix, or julian date.

4.8.1.1. Passengers may not be manifested round trip.

4.8.1.2. Passengers may not be manifested past locations where the basic mission number changes completely (i.e., 06E1 to 06R5).

4.8.1.3. Passengers will not be manifested on the positioning legs past stations where the mission becomes active without approval from the downline station. For SAAM, exercise, or contingency missions, coordination with the downline stations to ensure the requirements of para **4.8.2.** have been met.

4.8.2. Unused Seats on DOD-Owned or Controlled Airlift (includes SAAM, Aero medical Evacuation, Exercise and Contingency). Maximizing use of capacity enhances efficiency and effectiveness of the Airlift System, improves customer service and enhances quality of life for service members. In accordance with DOD policy, all unused seats on DOD-owned or controlled airlift will be released for use by space required and space available passengers. On all mission types, the senior AMC or origin terminal representative, in coordination with the aircraft commander, and the user as applicable, will determine if a defined need for security, or if overriding safety or legal

concerns (including hazardous cargo, customs, agriculture or citizenship and immigration service consideration) prohibit space-a travelers from flying on a specific mission. The pilot in command of the aircraft is responsible for, and has the final authority on matters affecting the operation of their aircraft. This authority is to be exercised judiciously within the context of DOD space-a policy stated in paragraph 2. Situations where the above prohibitions restrict space-a travelers from a particular mission should be the rare exception rather than the rule.

4.8.3. The servicing air terminal or designated manifesting agency will manifest Space-Available travelers or other opportune traffic. If the location has no air terminal or AMC representative, then the aircrew will ensure proper manifesting, border clearance, security and anti hi-jacking requirements are completed.

4.8.4. AMC air terminal at origin will ensure Space-Available traffic can be received at destination, meets border clearance requirements, and will not hamper user's mission departure/arrival operations. If SAAM is not landing at an AMC operated passenger terminal, passengers will be advised that the SAAM user is not responsible for assisting with onward transportation or other arrangements.

4.9. Displacing Revenue Cargo and Passengers. Displacing Space-Required cargo and/or mail for emergency leave/duty passengers on cargo or dual configured missions may be authorized by the port/squadron operations officer (POO/SOO/TR) on a case-by-case basis when timely movement cannot be provided on passenger missions. To ensure command visibility of excessive Space-Required passenger backlog, notify TACC/APCC whenever cargo is displaced for passengers.

4.10. Rotating Passengers:

4.10.1. Duty passengers are not normally rotated to accommodate other duty passengers except when necessary to move Priority One passengers whose movement cannot be guaranteed within 24 hours. All known available airlift must be considered including government arranged commercial seats to determine if movement can be guaranteed within 24 hours. If movement cannot be guaranteed begin rotation procedures. Unless there are severe mitigating circumstances, do not remove any premanifested passengers who already received their boarding passes. Prior to removing Space-Required passengers, the PSC will try to get volunteers to remove themselves from a flight.

4.10.1.1. The following passengers may not volunteer: TDY/TAD, emergency leave, family groups, separatees, prisoners, prisoner escorts, and passengers pending board actions, passengers on retirement orders, foreign nationals, and reservists.

4.10.1.2. If no one volunteers or rotation of Space-Required passengers is still needed, begin removing passengers in the following order:

4.10.1.2.1. Selected Space-Required Duty Standby passengers (line numbers 0700-0800).

4.10.1.2.2. Port Booked passengers (line numbers 0600-0699)

4.10.1.2.3. Overbooked passengers (line numbers 0500-0599)

4.10.1.2.4. Prebooked passengers (line numbers 0001-0499) meeting the following criteria: unaccompanied PCS military passengers (E-6 and below); the last to check in is the first to be removed.

4.10.1.2.5. Non-GATES stations will record the time of check-in on the premanifest to

facilitate rotating passengers if necessary.

4.10.2. Space-Available Passengers. When you need to move duty passengers, Space-Available passengers will be removed first (do not rotate Category I at en route stations). Remove passengers with lowest movement priority with the latest date/time of sign up (see paragraph 13.).

NOTE: In instances where available seats remain, but either the total aircraft ACL or available baggage stowage space has been reached, the processing of the flight should be discontinued. Advise HQ AMC TACC/APCC of the situation. PSAs should monitor these conditions especially during mobility, exercises and contingencies when excess baggage is authorized for deployment.

5. Patriot Express and Category M Flights Not Later Than (NLT) Show-times/Check In Times.

5.1. The AMC Standard on NLT times for duty passengers on Patriot Express and Category M flights is 2 hours and 20 minutes (2:20). Exceptions to this standard NLT time will be identified in the GATES itinerary screen.

5.2. Check-in for premanifested passengers may begin as early as 24 hours prior to departure at the discretion of the POO/SOO/TR, but NLT 6 hours prior to departure. When departing on opportune airlift, passengers should contact terminal's passenger service for the earliest time they will be able to check in.

6. Travel Aboard Aircraft with Red Cross Markings:

6.1. At outside continental United States (OCONUS) locations. The use of aircraft with Red Cross markings is not authorized to transport passengers. Personnel authorized travel includes: all patients, medical personnel and chaplains (on official orders), and patient attendees (medical and non-medical). These personnel assigned to the mission will process through the Aeromedical Evacuation Squadron. Passenger Terminals will only process chaplains and medical personnel on official orders who are not attached to the mission.

EXCEPTION: This restriction does not apply to CONUS-CONUS locations.

6.2. Aircraft without Red Cross markings may transport all categories of authorized passengers IAW DOD 4515.13R.

7. Space-Required (Duty Standby) Passengers. Space-Required passengers without any reservation will be considered duty standby. However, PSC may portbook passengers when excess seats are available in lieu of placing the passengers on the duty stand by register.

7.1. Movement Criteria. Duty standby passengers without reservations may present themselves for a number of reasons. Every effort must be made to assist these passengers. A group member may sign up the entire group as long as the necessary orders and border clearance documents are presented. The following duty standby movement criteria are the recommended maximum waiting lift times. If unable to move passengers using organic military or commercial charter, use government arranged commercial airlift. Exceptions to this rule may apply due to non-availability of seats on any type of airlift. This airlift may be arranged with the local transportation office. Funded emergency leave travelers may be moved using commercial aircraft if eligible in accordance with the *Joint Federal Travel Regulation, Volume 1*.

MOVEMENT CRITERIA

	24 Hours	48 Hours	72 Hours
Mission Route Support	ASAP		
Intransit	X		
Delayed/Overbook	X		
ACL Reduction	X		
Originating Emergency Leave	X		
Deportees	X		
Bumped for Higher Priority Passenger		X	
Mission Canceled		X (1)	
Early Arrivals			X
Walk Ins with out Reservations		X (1)	X (2)
Late Arrivals/No Shows			X
Passport, Medical or Administrative Hold		X (3)	
Returning Emergency Leave			X

NOTE: (1) PCS/TDY Urgent Travel (Pri 1)

NOTE: (2) PCS/TDY Non-urgent Travel (Pri 2)

NOTE: (3) When Travel Ready

7.1.1. Family members on a duty status are not required to fly on military aircraft missions unless the approved mode to their end destination is only by way of military air. They may volunteer; however, they must be briefed concerning discomforts and limitations of cargo aircraft. They will not be penalized in their standing with other duty standbys.

7.2. Space-Required Standby Processing. GATES stations will cancel any conflicting reservations to preclude duplicate bookings. Standby passengers will be offered a confirmed reservation on a Patriot Express or Category M mission, within the movement criteria listed in paragraph 7.1. If no Patriot Express or Category M missions are available then a government arranged commercial seat will be procured as a last resort. Annotate the travel order with the necessary flight data and brief them on their reporting time. Passengers are permitted to accept a confirmed reservation and concurrently compete for seats with other Space-Required standby passengers waiting for the first available flight.

7.2.1. Space-Required Standby Register. The PSC will provide a means for Space-Required standby passengers to verify their position in the backlog. This may be accomplished by printing a register or computer listing daily. Create the register by channel and make it available for passenger viewing. When there are no passengers in the backlog, printing the register is not necessary.

7.2.2. Pull two copies of the orders and record date/time of sign up in the "remarks section".

7.2.3. Brief the passenger on the next flight and show time.

7.2.4. Enter the passenger into the Space-Required backlog. Ensure the proper standby code is entered. See [Attachment 4](#) or the GATES software user manual (SUM) for codes.

7.2.5. File one copy of orders according to travel priority (Priority 1 and then all others) and date/time of arrival in the terminal in case of system failure.

7.2.5.1. For TAD/TDY port booked or Space Required Standby passengers, mail one copy to the appropriate Service DFAS as identified in DTR Part I.

7.2.6. If the passenger is intransit, collect two copies of the travel order. Annotate both copies with the date/time of arrival. File one copy of orders according to travel priority and date/time of arrival in the terminal in case of system failure. Return the second copy of orders to the passenger.

7.2.7. If a passenger's movement is so urgent as to preclude publishing orders, a letter of authorization citing the authority for travel and billing instructions and or fund cite is sufficient. Make sure to include: the commanding officer's name directing the movement, phone number and unit mailing addresses.

7.3. Space-Required Reimbursable Travel. In accordance with DOD 4515.13R, certain categories of Space-Available travelers may elect to pay for a seat at the AMC rate and secure a reservation as a Space-Required passenger (See [Attachment 14](#) for DD Form 1131 preparation). This decision and transaction must be made prior to the mission opening. However, they may not change their status for movement on a mission currently being processed. When passengers change their travel status from Space-Available to Space-Required, they will keep their relative place in the respective category; that is, from Space-Available emergency leave to Space-Required emergency leave.

7.4. Transportation Working Capital Fund (TWCF)/Non-TWCF Documentation. All duty and Space-Available passengers transported via TWCF or non-TWCF aircraft over AMC or non-AMC channels must be documented and reported as TWCF. For regular Space-Required passengers enter the applicable Customer Identification Code (CIC) in the appropriate block. Special Account Handling passengers should have an "A" in the second position of the CIC and the rest of this CIC field is blank.

NOTE: All special account handling passengers must have a copy of their travel orders containing a line of accounting or billing address, a point of contact and phone number forwarded by the Aerial Port with a copy of the manifest for billing purposes. **Copies of these orders must be supplied to AMCFSS/FMPDB, 402 Scott Drive, Unit 1K1, Scott AFB IL 62225-5311, for processing.**

7.4.1. For Space-Available passengers enter a "H" in the second position of the CIC block in place of the CIC directly followed by the julian date and zulu time of sign up (example; H2632200).

7.4.1.1. For intransit passengers enter an "E" in the second position of the CIC block in place of the CIC.

7.4.2. DELETED.

7.5. Operational Support Aircraft (OSA).

7.5.1. Travel Orders/Authorizations/Invitational Travel authorization is required regardless of rank of the traveler(s). A list of names is not an "Authority" to travel.

7.5.2. Passengers traveling on administrative airlift or OSA do not need an AMC Form 53, **Application for Air Travel**, prepared (see [Attachment 2](#)). Passengers, who are on an advance list pro-

vided by an airlift validator, need only present their orders for verification of duty status and an ID card (these orders are not retained by passenger service). Telephone reservations from an airlift validator will be accepted by the PSC.

7.5.3. Boarding passes are not required for passengers on administrative airlift unless there is a cash transaction or checked bags; this does not circumvent the requirements of DOD 4515.13R. Normal processing procedures apply for terminal add-ons.

7.5.4. For dedicated passengers traveling on OSA missions, utilize the CIC "OSA000000000000". Apply this CIC to only those passengers associated directly with the OSA movement. Occasionally passenger terminals receive additional seat releases on OSA aircraft and selects duty passengers for travel. Those additionally selected passengers require billable CICs.

7.6. **Direct to Aircraft.** PSA's will request a copy of the passenger manifest from the airlift commander or designated representative prior to aircraft departure.

8. Questionable Travel/Erroneously Manifested Passengers:

8.1. All PSA's must ensure requirements of DOD 4515.13R are met with regard to passenger travel eligibility. When an order or authorization for movement of passengers is neither authorized by DOD 4515.13R nor approved according to its procedures, transportation shall be denied. When the passenger's orders appear to be erroneously published, and time and circumstances warrant, en route locations contact their respective Group and CONUS locations contact HQ AMC/A43P (DSN 779-4592) to resolve the problem. En route locations should contact HQ AMC/A43P after attempts to contact the Group have failed or the issue is time critical. If HQ AMC/A43P is not available, contact TACC/APCC (East, DSN 779-0355 and West, 779-0350) for assistance. Passengers traveling on questionable orders will be informed of the fact and advised their travel documents will be forwarded to higher headquarters for possible billing. The station making the determination shall document the case and forward it to HQ AMC/A43P, 402 Scott Dr. Unit 2A2, Scott AFB IL 62225-5302 who will forward it to the Service Headquarters for necessary action. Questionable travel cases should be forwarded with all accompanying documents (orders, statements, and passenger's permanent home of record address). The Services will make the final determination to bill the passenger or the orders issuing agency.

8.2. Movement of Erroneously Manifested Passengers. If passengers are already in the AMC system when an error is discovered, onward transportation to the final destination shall be denied. They will be offered transportation as follows:

8.2.1. Passenger information will be collected and held in a standby status. Passenger will be moved on the first available flight with open seats to the country of origin or if movement was CONUS-CONUS, then originating station, after all other passengers for the flight have been processed (waiver authority rests with HQ AMC/A43P). If the passenger(s) is not available for the first available seats, they will forfeit the right for return travel. If the passenger elects to continue to their erroneously manifested destination via commercial means, AMC will not be responsible for returning them to their originating station.

8.2.2. Terminal managers will document all such instances and forward them to HQ AMC/A43P, 402 Scott Drive, Unit 2A2, Scott AFB IL 62225-5302, with info copies to point of origin and all en route stations.

9. Remote Space-Available Registration.

9.1. Remote Space-Available signup may be accomplished in one of four ways: fax, email, internet and mail. All passenger terminals will accept remote sign-up via email.

9.1.1. Documentation for fax, mail and email. At the Aerial Port of Debarkation (APOD) a copy of the applicable service leave form and AMC Form 140, **Space-Available Travel Request** will be utilized. If AMC Form 140 is not available a statement including name/s (sponsor and all dependents), rank, social security number/s (sponsor and all dependents), number of seats required, and a list of five desired country destinations (the fifth destination may be "ALL").

9.2. Lack of a passenger's social security number will not preclude remote sign-up.

9.2.1. Upon receipt of a request that does not contain a SSN at GATES locations. PSAs will sign up the passenger using a pseudo Person ID consisting of the prefix RMT and the first four letters of the passenger's last name, first and middle name initials.

9.2.2. When passengers physically present themselves at the PSC/check in counter, PSAs must ensure the entry of the actual SSN through the "Change Person ID" activity in the "Space A/Space R Sign Up" or "Passenger Check In" windows.

9.3. Basis for date/time of sign-up.

9.3.1. Fax. The fax header data will establish date/time of sign-up.

9.3.2. Email. The email header data will establish date/time of sign-up.

9.3.3. Mail. The date and time received at the PSC counter will establish date/time of sign up.

9.3.4. Internet. The system will determine date/time of sign-up.

9.4. Active duty members on pass may utilize remote sign-up by indicating desired destination, name, rank, and inclusive dates of pass.

9.5. Active members of Reserve Components.

9.5.1. A current copy of DD Form 1853, **Authentication of Reserve Status for Travel Eligibility**, AMC Form 140 or a statement that border clearance documents are current and a list of five desired destinations, may be sent to the aerial port of departure.

9.5.2. May only register for travel to/from eligible destinations IAW DOD 4515.13R.

9.5.3. DD Form 1853 will be stamped with the current date upon receipt.

10. Space-Available Registration.

10.1. General. This privilege is promoted heavily in DOD recruitment and retention advertising; therefore, the same top-notch service provided the Space-Required passenger must be provided the Space-Available passenger. At many stations, Space-Available passengers make up over half the station workload. Assisting Space-Available passengers is one of the most important tasks in passenger service. In the long run, extra efforts to provide quality service will have a measurable impact on the quality of life in the Armed Forces. Unused seats aboard DOD-owned or controlled aircraft are to be offered to anyone meeting the provisions of DOD 4515.13R. Space-Available passenger movement cannot be provided until provisions have been made for the movement of all revenue cargo, mail and/or passengers (reference AMCI 24-101, Volume 9, *Air Terminal Operations Center*).

10.2. Governing Regulations. As with Space-Required travel, DOD 4500.9R, *Defense Travel Regulation (DTR), Part 1, Passenger Movement* and DOD 4515.13R establish movement priorities for Space-Available travel.

10.3. Space-Available registration may be done in person by filling out AMC Form 53, GATES automated record, or by using AMC Form 140 with the Space-Available self sign-up system or by using any of the remote sign up procedures as listed in paragraph 9. Sponsors may register their family and show all required travel documents in accordance with DOD 4515.13R and the DOD Foreign Clearance Guide. Those who do not have travel documents, such as passports or ID cards for others in the travel group may register for travel; however, PSC personnel will annotate the missing documents on the front of the AMC Form 53 or in the remarks field at GATES locations. Inform the traveler that all required documents must be in their possession at the time of selection for movement or movement will be denied.

NOTE: Passengers who use AMC form 140 for travel registration should retain the passenger copy as proof of registration.

10.4. Ineligible Passengers. Individuals are placed on the ineligible list based on their conduct, behavior, or illegal activity. These individuals have been identified by their respective Service Headquarters to be ineligible to travel on DOD-owned aircraft and barred from worldwide Space-Available travel.

10.4.1. Instances of unacceptable passenger conduct or behavior may be forwarded to HQ AMC/A43P. Include all supporting documentation (travel documents, PSA statements, police reports, etc.). HQ AMC/A43P will review all reports and make a recommendation and forward to the appropriate Service Headquarters. Decisions on passenger ineligibility rests with the passenger's respective Service Headquarters.

10.4.2. Check the latest HQ AMC/A43P message listing those persons whose Space-Available privileges have been withdrawn. This list must be available at the PSC. GATES stations will refer to this list if the name is flagged during registration. At GATES locations, the list will be automatically updated in GATES by HQ AMC/A43P. If the passenger's name is on the list, notify the shift supervisor. The shift supervisor or passenger service superintendent/officer should deal with a traveler whose travel privileges have been suspended or revoked. If the passenger becomes unruly, contact the security forces or airport police for assistance.

10.4.3. Specific questions from passengers relating to their eligibility must be directed in writing to their host service. Provide them their host services' address as follows:

10.4.3.1. Navy personnel should contact CNO/N413, 2000 Navy Pentagon, Washington DC, 30350-2000.

10.4.3.2. Army personnel should contact HQ DALO-FPT-PX, 500 Army Pentagon, 500 Army Pentagon, Washington DC, 20310-0500.

10.4.3.3. Air Force personnel should contact HQ USAF/ILTT, 1030 Air Force Pentagon, Washington DC 20330-1030.

10.4.3.4. Marine Corps personnel should contact HQ Marine Corps, Code LPD-2, 2 Navy Annex- Washington DC 20380-1775.

10.5. GATES Local Hold List. "Local Hold List" may be used as a tool to identify personnel who have been placed on administrative hold to prevent them from departing the area. Written requests

will be provide to terminal management for inclusion on the listing through various sources such as, local commanders, legal offices, or security forces. Terminal management is responsible to maintain the integrity of this listing.

NOTE: PSAs are not authorized to make changes to the GATES “Space Available Ineligible List” in order to place passenger on administrative, customs, legal or any other forms of local hold to prevent the passenger from departing their station.

10.6. Married Members. Married service members may register as a family group provided both active duty members are on leave status at the time of sign-up. If they have differing leave expiration dates, sign them up under the earliest expiration date.

10.7. Groups. All group members (excluding families) desiring Space-Available travel must register individually. Sport team/group leaders or coaches have no authority to act on behalf of other team members for Space-Available registration.

10.8. Flight Certification. GATES stations will post AMC Form 140 or the reverse side of AMC Form 53 or a boldly printed copy of the statement at each sign-up position for the passenger to read prior to completing the GATES certification entry. When the passenger reads and understands the certification statement, annotate the “Space-Available Certification” block and complete the transaction.

10.9. Stamp. Stamp the passenger's leave authorization/documentation with your local sign-up stamp (see [Attachment 12](#) for sample). Passengers traveling without a written authorization will be given your locally prepared handout with the date/time annotated or print the GATES sign up screen.

10.10. Space-Available Register. The PSC will provide a means for Space-Available passengers to verify their position in the backlog. This may be accomplished by printing a register or computer listing daily. When there are no passengers in the backlog, printing the register is not necessary.

11. Space-Available Rules:

11.1. Checked Baggage. IAW DOD 4515.13R, Space-Available passengers are authorized two pieces of checked baggage not to exceed 62 linear inches each and a combined weight of 140 pounds of baggage; (not to exceed 70 lbs. per bag). Excess baggage is not authorized for Space-Available passengers. Family members may pool their baggage allowances. Refer to AMCI 24-101, Volume 15, *Baggage Service*, for baggage allowance on smaller aircraft.

11.2. Removal. Space-Available travelers may be removed at any station for duty passengers, patients, cargo, or hazardous material.

EXCEPTION: Only as a last resort will category I, Space-Available passengers be removed from a flight at the originating location. Do not rotate category I passengers at en route stations.

11.3. Space Available Calls. Passengers may choose not to meet all Space-Available calls for any flight going to their desired destination. They will not be removed from the Space-Available Register. Flag officer passengers are selected by their travel category, and date/time of sign up but may be offered the option of making the Space-Available call with all other passengers or doing so by a personal representative.

11.4. Duration on the List. Unless otherwise identified, prospective passengers will be removed from the Space-Available Register after remaining on the list for 60 days or when the travel authorization expires, whichever occurs first. Passengers removed from the register will be allowed to sign up again

with a new date/time of sign-up. Once a passenger departs a station their record shall be purged at that particular station. They will need a new date/time of sign up prior to future travel from that location.

11.5. Pass. Active duty military may travel on a pass but may only remain on the Space-Available register for the duration of the pass. Dependents may accompany their sponsors.

11.5.1. Some services do not require documentation when traveling in a pass status. Service members may travel using their military ID card and verbal word they are on pass. If the passenger subsequently presents leave orders that are valid for the day of sign up, during or after the pass period they must sign up again with a new date and time.

11.6. Seat Refusal. Prospective passengers may refuse a seat on any aircraft. Brief all passengers, before selection for movement, when the aircraft will be un-pressurized, is transporting hazardous cargo requiring a passenger deviation or human remains are aboard. Passengers will not lose their place on the Space-Available register for refusing the seat (see para 16.).

11.7. Expired Leave Orders. Active Duty military members whose leave orders have expired will be allowed to remain on the Space-Available register if they are attempting to have leave extended. These personnel should not be moved until their leave is extended, but if there are extenuating circumstances, the passenger service officer/detachment commander/NCOIC may elect to authorize movement. Leave extensions will be accepted based on verbal confirmation of the passenger. If declared AWOL, report them to the security forces/airport police.

11.8. Sign-up Time. Greenwich Mean Time (Zulu)/date of sign-up must be used at all passenger processing locations.

11.9. Passengers will receive a new date/time of sign-up when changing travel categories (i.e. Category III to Category II).

11.10. Passengers will retain their original date/time of sign-up from the point of origin to the final destination, provided they are continuing to move to their declared final destination. Ensure the passenger's final destination is annotated on the boarding pass.

11.11. Travel Ready. All passengers are required to be travel ready at start of roll call. To be considered travel ready, passengers must have all required documentation, checked baggage and accompanying family members/group member must be present. If a passenger is not ready to travel for any reason, refer the traveler to the appropriate agency and provide directions. If at all possible, give the passenger a name of someone who can help. As a minimum provide an appropriate telephone number.

12. Space-Available Roll Call.

12.1. General. Space-Available roll calls may be established by each port/passenger service based on passenger convenience, manpower resources, type of mission, and number of seats available. Roll call is a phrase used to signify the beginning of the process in which eligible passengers in each category are selected by date and time of sign-up. This will enable passengers to plan their activities and ensure equitable opportunities for all. A roll call time may vary according to different types of missions; i.e., scheduled Patriot Express/Category M and operational support/DV missions.

12.2. PSAs will provide an introductory briefing to passengers at the beginning of the Space-Available roll call. This briefing will provide at a minimum; the rank/name of the PSA conducting the call, mission number, destination(s), the requirement to be travel ready, and a brief explanation of the roll

call process to include the Categories and date/time of sign up. Perform the unique mission briefing, if applicable (see para 16.).

12.3. PSAs conducting the roll call will advise passenger when they are changing Space-Available categories.

12.4. Space-Available passengers will not be removed in favor of other Space-Available passengers.

12.5. Category I, Space-Available passengers will be considered for any flight currently being processed even if the Space-Available roll call has already begun (roll call time passed) regardless of the current category being selected.

12.6. All Space-Available passengers competing for a seat must be present at the beginning of the roll call.

12.6.1. If the category/date/time of a Space-Available passenger has been passed, that passenger must wait until all other Space-Available passengers present at the beginning of the roll call have been afforded the opportunity to compete for the open seats. If seats remain, begin a new call starting with Category I.

12.7. If a mission changes destination, the roll call must be started over.

12.7.1. When additional seats are released for a mission, the Space-Available call will continue where it previously ended. However, if you had to pass over a family due to insufficient seat release to accommodate them and additional seats become available, afford the families that were passed over an opportunity to take these seats and then resume your Space-Available roll call where you previously left off.

12.8. Passengers must be travel ready at the time of selection. Failure to comply may result in non-selection for the flight. Refer to para 11.11.

12.9. Upgrade. Space-Available passengers may be upgraded IAW DOD 4515.13R to the bottom of Category I for leave under emergency conditions (unfunded) or extreme humanitarian reasons when the facts (red cross verification, unit commander's memo) provided fully support such an exception. Emergency upgrade period for initial departure should generally be limited to one week. Passengers will maintain the origin station upgrade until they reach their specified destination; however, this upgrade is not applicable for return transportation. Passengers will return to original category of travel for return trip.

13. Space-Available Passenger Removal. When necessary to remove Space-Available passengers at en route stations to accommodate Space-Required passenger/cargo, the order of selection for removal will begin with the lowest priority passenger with the latest date/time of sign-up as reflected on the manifest. If removed passengers elect to continue travel to their specified destination, they will be entered into the Space-Available backlog using their original date/time of sign-up. If passengers elect a different specified destination, they will be assigned a new date/time of sign-up and be placed at the bottom of the Space-Available register within their category. When necessary to remove Space-Available passengers at the originating station, the order of selection for removal will begin with the lowest priority passenger with the latest date/time of sign-up as reflected on the manifest.

EXCEPTION: Passengers who were selected on a subsequent roll call IAW para 12.6.1. will be removed first.

NOTE: Throughload Space-Available passengers will not be removed for Space-Available passengers originating at subsequent en route locations.

13.1. Gate no-shows will be reentered on the Space-Available register with a new date/time of sign-up unless the reason for missing the flight was beyond the passenger's reasonable control; e.g., sickness, automobile accident, etc.

13.2. GATES stations can use the "ROTATE PASSENGER" tab/command to assist in the selection.

13.3. The shift supervisor or assistant shift supervisor will be consulted prior to removing any passenger and will personally verify that the correct people are removed from the flight.

14. Federal Inspection Fees.

14.1. Head Tax. IAW public law, transportation tax (head tax) must be assessed for Space-Available passengers traveling on Patriot Express missions and SAAM commercial contract missions. The head tax applies to all Space-Available passengers who arrive/depart the customs territories of the United States (CTUS) to/from overseas locations on these missions. Refer to HQ AMC/A43P message guidance for current rates.

14.2. A Federal Inspection Fee (FIS) applies for Space-Available passengers traveling to the CTUS from overseas locations on Patriot Express missions and SAAM commercial contract missions. Refer to HQ AMC/A43P message guidance for current rates.

14.3. Deposit FIS and Head Tax fees to applicable account as specified by HQ AMC/A43P annual message on account citations.

14.4. Boarding Pass. When a Space-Available passenger is processed for a flight at the originating station, annotate the AMC boarding pass to show the total amount charged for head tax/FIS and the specified destination of the passenger.

15. Travel Aboard Foreign Aircraft.

15.1. US military personnel in a duty status may travel on Royal Air Force, Canadian Armed Forces, Royal Australian Air Force (RAAF) and Royal New Zealand Air Force (and any other country when a new agreement with the U.S. is established) when approved under the terms of the Cooperative Air-lift Agreement (see para 63.). Space-Available travel is not authorized.

15.2. Exclusive Processing. Travel aboard any other foreign aircraft is not encouraged. Passengers moving on any other foreign aircraft will not be processed or manifested by AMC passenger terminal activities.

16. Unique Mission Briefing. On unique and specified types of mission aircraft, PSAs must ensure passengers are aware of any operational circumstances that may cause discomfort or apprehension. Space-Required and Space-Available passengers will be briefed prior to selection on the following: low-level training, air refueling {KC-10/KC-135 and C-5, C-17, C-141}, un-pressurized aircraft, hazardous or dangerous cargo when a passenger deviation is required, human remains on board, etc. Travel aboard un-pressurized aircraft, i.e., C-23, may cause extreme ear pain and/or rupturing of the eardrum, particularly when suffering from head colds, congestion, asthma, etc. Passengers should be briefed of the nature of these missions and afforded the opportunity to remove themselves from the flight. Passengers

will retain their position in the Space-Required/Space-Available backlog if they elect not to travel on specific missions.

17. Non-AMC Destinations. If a mission is operating to a non-AMC destination, passengers must be briefed that there may be little or no passenger support at their destination (i.e., no terminal, easily available telephone, transportation, or billets). They must understand if they take these flights, they must deal with these limitations within their own capabilities. If they do not wish to take these flights, they will maintain their original date and time of sign-up.

18. Acceptance of Children.

18.1. General. Children less than 18 years old as of the date of travel will NOT be accepted for unaccompanied Space-Available travel (see para 18.4. and note). Children between the ages of 12 and less than 18 years as of date of travel will be accepted for unaccompanied Space-Required travel if;

18.1.1. They are brought to the airport by a parent, guardian, or responsible adult who will remain with the child until departure and evidence is presented by such parent, guardian or responsible adult that the child will be met at the airport of arrival by another parent, guardian, or responsible adult. The adult will provide documentation bearing the name, address, and telephone number of the adult who will meet the child at the destination and the adult who is entering the child into AMC's custody. This information should be given to the senior AMC representative. Have the parent or guardian fill out AMC Form 1004, **Unaccompanied Minor Passenger**. This form should be filled out in triplicate (1 copy to the senior flight attendant, 1 copy to the minor, and 1 copy should be retained on station with the mission paperwork).

18.1.2. The flight on which space is held is not expected to terminate short of, or bypass destination.

18.1.3. The child will not be permitted to stop over en route.

18.1.4. For unaccompanied minors with connecting commercial flight arriving from OCONUS military airfields: AMC takes custody of the child on arrival at the gateway and will deliver the child to the commercial counter.

18.1.5. For unaccompanied minors arriving via a commercial airline and departing an AMC gateway: AMC takes custody of the child for the time between connecting flights once commercial airline delivers child to the AMC counter. In the event the AMC Form 1004 is not in the child's possession, information contained on the commercial carriers unaccompanied minor form may be used.

18.2. Notifications. AMC personnel will annotate the manifest by writing the name of the unaccompanied passenger along with the name, address, and phone number of who is meeting this passenger at the terminating station. This same information will be included on an ALLOAD message to all downline stations of the flight. Air Terminal Operations Center (ATOC) and the aircrew will also be notified. GATES stations will enter UNAC CHILD in the "Special Remarks For Closeout Status Report" field in the passenger check in window and include the report in the mission flight package. AMC Form 1004 will be used also.

18.3. Prohibition. Children under 12 years will not be accepted for travel unless accompanied by a parent, or court appointed guardian, and is otherwise authorized to travel.

18.4. Space-Available travel eligibility cannot be delegated or transferred. The source of eligibility is the sponsor. Powers of Attorney do not create legal guardianship, therefore, travel under a power of attorney, non-court ordered adoptive guardianship, etc. is not authorized. Powers of Attorney may not be used to move sports teams, school children, boy/girl scouts, youth groups, friends, etc., under adult leaders/figures in a Space-Available status. Unaccompanied minors will not be entered into the Space-Available Register.

18.4.1. Dependent children who are minors (less than 18 years) are not authorized to escort minor siblings.

NOTE: Unaccompanied minors are not authorized to travel space-available. Parents traveling in a space-available status intending to accompany his/her child who is traveling in a duty status is not authorized. Parents traveling in a duty status intending to accompany his/her child who is traveling in a space-available status is not authorized.

19. Commercial Gateway AMC Personnel.

19.1. AMC Commercial Gateways. Patriot Express missions operating to/from CONUS commercial airports may be handled by contracted personnel performing part of, or the entire operation, with Air Transportation Quality Assurance Personnel overseeing the contractor, and providing technical assistance, as required. The contractor shall process the movement of DOD passengers through each Gateway IAW the Terminal Services Contract.

19.1.1. The Detachment Chief will ensure manual processing procedures and Customer Service Branch (CSB) surge procedures have been established.

19.1.2. Uniform Policy. Unless otherwise directed, all military gateway personnel will wear any combination of the Service Uniform with tie/tab and ribbons.

19.2. Commercial Gateway Contractor responsibilities and duties may be found in the appropriate AMC Terminal Services Contract.

19.3. Customer Service Branch (CSB) Responsibilities:

19.3.1. Assist all DOD passengers stranded at commercial gateways with onward transportation and, if required overnight accommodations, reservations, and information.

19.3.2. Provide referral services to appropriate agencies for those passengers requiring assistance in resolving problems beyond the control of the CSB, i.e. privately-owned vehicle pickup or delivery, medical, financial, or other administrative or personnel assistance.

19.3.3. Provide assistance to military service members and/or dependents who require cost charge travel.

NOTE: Service regulations require issuance of orders for members on leave status.

19.3.4. Use the Commercial Travel Office (CTO) satellite ticketing operations for onward movement of passengers via commercial airlines.

19.3.5. Safeguard accountable documents IAW DOD 4500.9-R, DTR, Part 1 establish procurement procedures with the supporting base to maintain adequate stock levels.

19.3.6. Issue accountable forms only to authorized travelers.

19.3.7. Establish local wartime, contingency, and emergency surge operating procedures for onward movement of passengers by commercial means.

20. Information Control/Release.

20.1. General. Although it is imperative we maintain sufficient OPSEC and force protection by safeguarding flight information to the maximum extent possible the impression our travelers have of AMC service greatly depends on the ability to provide prompt, accurate, and timely information. Keeping passengers well informed not only will make the job easier, but also will result in satisfied customers. A conscientious effort goes far to enhance the quality of service and ultimately, AMC's image.

20.2. Flight Information Display System (FIDS). To permit easy visual access to information on scheduled missions, maintain a FIDS, or a flight status board.

20.2.1. At GATES locations, passenger terminals will use the GATES FIDS software. Any local conditions/information displayed will be at the discretion of the local unit commander, but must be displayed on a monitor separate from flight information monitor.

20.2.1.1. Non-GATES locations may use a locally designed presentation or flight status board.

20.2.2. During normal operations, using the FIDS, post flight schedules for the next 48 to 72 hours. Posting of flight schedules may be limited to the next 24 hours during times of increased security threat at the local installation. Additionally, it may be necessary to ensure some missions are not displayed at all (see GATES software user manual for instructions on preventing the display of individual missions). If the passenger terminal is located near a commercial gateway, make Patriot Express information on these arrivals and departures available to passengers. This may be accomplished by handout or on the flight status board(s)/video display system. Where possible, monitors should be accessible to the PSC and information counter.

20.2.3. Ensure destination's name is completely spelled out. Do not use three or four-letter codes.

20.2.4. Indicate late arriving missions or flights as, "Delayed," and also indicate the new arrival time, in the remarks section, if available.

20.2.5. When outbound missions are delayed, update the flight information to reflect the new departure time and the scheduled reporting time in the remarks section.

20.2.6. As a minimum, the dispatch section will review schedules and information at each shift change and update, as necessary.

20.2.7. At least one monitor should be available in the passenger lounge, baggage claim area, special category lounge, dependent lounge, and cafeteria. In commercial gateways, obtain the use of airports or sponsoring airline's flight information system to allow visual access to information on scheduled Patriot Express missions.

20.3. Releasing Flight Information. In order to balance between the need of the customer for flight information and the need to safeguard information for OPSEC and force protection, the following applies within the identified timeframes:

20.3.1. FIDS, community/commander access channels, printed schedules, PSC/in person:

20.3.1.1. Unlimited flight information may be released-includes all information applicable to

the flight. Unlimited information may be placed on FIDS released within the 72 hour window as long as the access is restricted to the passenger terminal monitors and the base community access cable channel only. If displayed on the base community access cable channel verification is required to ensure the transmission of the information is not accessible from off base.

20.3.1.2. Information via means identified in para 20.3.1. is provided exceeding 72 hours prior to either arrival or departure, only the following is allowed to be given/displayed:

20.3.1.2.1. Arrivals: date, estimated passenger pick up time, and station arriving from.

20.3.1.2.2. Departures: date, passenger show time, destination(s), expected seat release.

20.3.2. The following information may be given out within 24 hours flight arrival or departure:

20.3.2.1. Arrival:

20.3.2.1.1. By telephone, recorder, email, fax, or mail: date, station arriving from, and estimated passenger pick up time (i.e. "estimated passenger pick up time is between 1300-1400"). Scheduled arrival time will not be provided.

20.3.2.1.2. By Military Access Only Websites: date, station arriving from, and estimated passenger pick up time.

20.3.2.2. Departure:

20.3.2.2.1. By telephone, recorder, email, fax, or mail: date, passenger show time, destination(s), and seats available.

20.3.2.2.2. By Military Access Only Websites: date, passenger show time, destination(s), and expected seats available.

20.3.3. The following information may be given out between 24 and 72 hours prior to flight arrival or departure:

20.3.3.1. Arrival:

20.3.3.1.1. By telephone, recorder, email, fax, or mail: date and the number of scheduled arrivals from a particular destination (no arrival or estimated passenger pick up time). "We have 3 flights arriving from Dover on Saturday".

20.3.3.1.2. By Military Access Only Websites: date, station arriving from and estimated passenger pick up time.

20.3.3.2. Departure:

20.3.3.2.1. By telephone, recorder, email, fax, or mail: date, number of scheduled departures by destination and expected seats available. "We have 3 flights going to Dover on Saturday".

20.3.3.2.2. By Military Access Only Websites: date, passenger show time, destination(s) and expected seat available.

20.3.4. The following information may be given out in excess of 72 hours prior to flight arrival or departure:

20.3.4.1. Arrival.

20.3.4.1.1. By telephone, recorder, email, fax, or mail: number of scheduled arrivals from a particular station (no arrival/estimated passenger pick up date or time). "We usually have 3 flights arriving from Dover on a weekly basis".

20.3.4.1.2. By Military Access Only Websites: date, station arriving from and estimated passenger pick up time.

20.3.4.2. Departure:

20.3.4.2.1. By telephone, recorder, email, fax, or mail: number of scheduled departures by destination with no specific dates, and expected seats available.

20.3.4.2.2. By Military Access Only Websites: date, passenger show time, destination(s), and expected seats available.

20.4. Information Vulnerability and the Internet/Space-Available Information Pages on the Internet:

20.4.1. General. Information posted on the Internet must be posted in accordance with AFI 33-129, *Transmission of information Via the Internet* and AMCI 37-106, *Internet Information Management*. Provide flight information in a user-friendly format.

20.4.1.1. Public Websites. Any information that would reveal movements of military assets is not to be put on public web pages. In order to provide some level of customer service, it is allowable to post Passenger Service telephone numbers, fax numbers, mailing and e-mail addresses (for remote Space-Available sign-up).

20.4.1.2. Military Access Only Websites. See instructions above for specific guidance for flight information placed on web pages only accessible via military computers (domain restricted address).

20.5. Release of Traffic Records to the Public. Release, access to, or recommendation to withhold traffic records requested under the Freedom of Information Act (FOIA) will be processed per AFI 37-131, *Freedom of Information Act Program*.

20.5.1. The following information may be released by the transportation representatives:

20.5.1.1. Travel eligibility.

20.5.1.2. AMC schedules (see para 20.3.).

20.5.1.3. Route operation as it pertains to scheduled operations.

20.5.1.4. Inflight lunches, baggage, inflight comfort.

20.6. Release of Passenger information:

20.6.1. Passenger manifest information may be released to any government officials or employees for official purposes after identification of requester has been validated. Personal familiarity, ID documents, correspondence from and/or requiring answer to a government address and phone confirmation at a known government office are all acceptable means of confirming identity. If not satisfied with information received over the phone, coordinate with other known DOD agencies.

20.6.2. Official Purposes. PSAs will apply individual discretion and judgment regarding what are official purposes:

20.6.2.1. Sponsors requesting information on a specific individual in order to arrange trans-

portation, set a schedule or pass a message.

20.6.2.2. Protocol, billeting, or transportation representatives in an official duty status needing to know the ranks and names of VIPs before their arrival.

20.6.2.3. An immigration official needing to know whether a flight contains foreign nationals.

20.6.2.4. An investigative agency requiring travel status, or Space-Available registration information to detect or rule out leave fraud.

20.6.3. Unofficial Inquiries. For security reasons do not release information that may have been merged or furnished from a privacy act record source (e.g., SSN). After flight arrival, unofficial inquiries will be limited to whether a specific person (or persons), with a stated personal relationship to the inquirer, is or was on a particular flight.

20.6.3.1. Do not release detailed information about passengers (e.g., SSNs, type of travel, citizenship, etc.), entire passenger lists, historical information.

21. Miscellaneous Eligibility Clarification. The following information provides clarification on travel eligibility. The below clarification is based on current guidance, if a conflict arises DOD 4515.13R has precedence. Contact HQ AMC/A43P for further assistance.

21.1. Space-Available Travel Programs:

21.1.1. Command Sponsored Dependent Travel Program. The intent of this program is to afford command sponsored dependents relief from their overseas duty location.

21.1.1.1. Travel is authorized Overseas-CONUS, CONUS-Overseas, and Overseas-Overseas within the same theater. Travel cannot be to another theater, even if there are direct flights. Once a dependent lands in the CONUS, their onward travel is complete unless they are manifested on an aircraft that is only transiting the en route CONUS location.

21.1.1.2. The sponsor must obtain documentation, in the form of a letter, verifying command sponsorship from their current unit commander. Each letter is valid for one round trip from the sponsor's overseas PCS duty location. There is no limit on the number of letters a commander may issue. Dependents must present a copy to passenger terminal personnel, and a copy must remain in their possession during travel. Passengers will be removed from the space available register after 60 days. If passengers have not used their documentation within 60 days from the date of issuance, a new letter is required.

21.1.1.3. PSA's should only accept letters signed by commanders, acting commander, and Navy and Marine Corps individuals with "By Direction" authority. Only when personnel are assigned to headquarters billets may the squadron section commander sign letters to verify command sponsorship.

21.1.1.4. Passengers will be removed from the Space-Available Register after 60 days.

21.1.2. Non-Command Sponsored Dependent Travel Program. The intent of this program is to visit the sponsor's unaccompanied overseas duty location, not to rendezvous at another location.

21.1.2.1. Travel is authorized to the sponsor's unaccompanied permanent change of station (PCS) location. Travel under this program is not authorized when the sponsor is on TDY/TAD orders.

21.1.2.2. The sponsor must obtain prior written approval for non-command sponsored dependent travel from the installation commander or their designated representative (but no lower than the unit commander). Dependents must present a copy of the approval letter to the servicing air passenger terminal. Letter must state the sponsor's name/rank, approved unaccompanied tour location, sponsor's contact information, dependents name(s) and current residence information, length of authorized stay, and time frame the approval letter is valid.

21.1.2.3. Passengers will be removed from the Space-Available Register on expiration date of the approved time period or after 60 days, which ever comes first.

21.1.2.4. Upon arrival at the members PCS location, Non-Command sponsored dependents are not eligible to travel beyond the members PCS location accompanied or unaccompanied.

21.1.2.5. Activated reservists must be on PCS orders and assigned to an unaccompanied tour location for their dependents to qualify for this dependent travel program.

21.1.2.6. The sponsor must obtain documentation (letter) verifying command sponsorship from their current unit commander. Each letter is valid for one round trip from the sponsor's overseas PCS duty location. There is no limit on the number of letters a commander may issue. Dependents must present a copy to the servicing air passenger terminal, and shall remain in their possession during travel.

21.1.3. Category III Upgrade for Deployed USEUCOM Members. The intent of this program is to provide USEUCOM family members, whose sponsors are participating in a deployment scheduled for at least 120 days, upgrade space available travel from Category V to Category III.

21.1.3.1. Travel is authorized only within the EUCOM area of responsibility (AOR) and from/to EUCOM and the CONUS. Travel cannot be to another theater, even if there are direct flights. Dependents are authorized one round trip per each deployment (120 days or more) of the sponsor.

21.1.3.2. Dependents are eligible for this entitlement effective the first day of the deployment as indicated on the sponsor's deployment order. Dependents may not exercise the Category III entitlement after the return of the deployed sponsor.

21.1.3.3. Dependents must have in their possession a letter from the sponsor's unit commander or rear detachment commander containing the following information: sponsor's name, SSN, date assigned to unit, name of deployment, effective date of deployment and the following statement: Military member will be deployed 120 days or more and the family member understands this is a one time entitlement per 120 day or more deployment." This letter requires the dependents signature and date. The letter must be presented at the time of sign up (in person, through mail, fax) and must be in their possession for presentation at the servicing air passenger terminal.

21.1.3.4. Passengers will remain on the Space-Available register for 60 days, they may however re-sign up again with a new date and time.

21.1.3.5. Activated reservists must be on PCS orders and assigned to USEUCOM for their dependents to qualify for this dependent travel program.

21.1.4. Early return of dependents (ERD). ERD are not eligible for Category V, command sponsored, EML, or non-command sponsored programs.

21.1.5. CONUS to CONUS travel for Dependents is authorized:

21.1.5.1. One dependent may accompany sponsor on Permissive TDY for house hunting incident to a pending PCS.

21.1.6. Foreign Exchange Service Members. Foreign military personnel and family members who are on permanent assignment with DOD can travel Space-Available on USAF aircraft when in a leave status (also see Para 63.). In most cases, members will have in their possession a DD Form 2765, **Uniformed Services Identification and Privilege Card**, as a valid form of identification for Space-Available travel, a US Armed Forces leave form.

21.1.7. American Samoa Veterans. IAW Title 10 U.S.C. Section 2641A, Veterans are eligible for Space Available travel between American Samoa and Hawaii and return if such travel is required in order to provide hospital care to the veteran. Eligibility includes those veterans who reside in and are located in American Samoa and as determined by an official of the Department of Veterans Affairs, must be transported to Hawaii in order to receive hospital care to which he/she is entitled.

21.1.7.1. The member must possess a letter from the Department of Veterans affairs indicating he/she resides in American Samoa and must be transported to Hawaii in order to receive hospital care. The letter should also include the dates the hospital care is to be given.

21.1.8. 100 Percent Disabled Veterans and Widows/Widowers of active duty/retired military personnel. Although entitled to other privileges such as MWR, Exchange, Commissary, etc., these individuals do not have Space-Available travel privileges.

21.2. Non Command Sponsored Dependent Travel Program. The intent of this program is to visit the sponsor's unaccompanied overseas duty location, not to rendezvous at another location.

21.2.1. DELETED.

21.2.2. DELETED.

21.2.3. DELETED.

21.2.4. DELETED.

21.2.5. DELETED.

21.2.6. DELETED.

21.3. Dependents 10 years old or older must have an ID Card in order to travel.

NOTE: This program only applies to USEUCOM command sponsored dependents permanently assigned to USEUCOM.

21.3.1. DELETED.

21.3.2. DELETED.

21.3.3. DELETED.

21.3.4. DELETED.

21.3.5. DELETED.

21.3.6. DELETED.

21.4. DELETED.

21.5. DELETED.

21.5.1. DELETED.

21.5.2. DELETED.

21.5.3. DELETED.

21.6. DELETED.

21.7. DELETED.

21.7.1. DELETED.

21.8. DELETED.

21.9. Contractors. Effective 1 Oct 99, Invitational Travel Orders (ITO) can no longer be used to authorize travel for contractors and contractor employees. Letters of Identification (LOI) will be used instead for travel on AMC organic or commercial charters, and LOI(s) will include either a billing address with point of contact and phone number or a CIC from the contractors T-account. LOIs must be signed by the contracting officer. Further information can be found in JFTR Change #150, Sections C6004 and C6005H, or JTR Change #404.

21.10. DELETED.

Section C—Passenger Processing

22. Passenger Check-In:

22.1. General. Collects a copy of the travel orders from all duty passengers. Check passports, and visas. Prepare and issue passenger boarding passes, assigns seats, and briefs passengers on flight information. Perform flight controller duties as required (see note). Weigh and tag baggage. Collect head tax, Federal Inspection Service (customs, agriculture, etc.) charges, meal monies, pet fees, and excess baggage charges.

NOTE: Flight Controller duties include but not limited to the following: ensures receipt of travel orders for each passenger, checks each order for proper CICs, monitors and ensures proper input of baggage and passenger weight in GATES, performs close out duties, maintains manual passenger list, and identifies potential problems.

22.1.1. All passengers over ten years of age (see para **21.10.**) are required to present one form of photo identification. Additional identification may be requested for border clearance requirements.

22.1.2. For commercial contract and premanifested flights, passenger check-in agents will be available to begin processing scheduled flights at least 6 hours prior to a scheduled departure.

22.1.3. Ensure passengers holding tickets with confirmed reservations on participating domestic carriers are afforded an opportunity to interline their baggage (see AMCI 24-101, Volume 15 for interlining procedures).

NOTE: Baggage interlining for deploying passengers is not authorized between a commercial scheduled airline and an AMC mission departing from an AMC gateway. Passengers must claim their bags and check them at the AMC counter.

22.2. One Stop. A Space-Required or Space-Available passenger selected for a flight will be able to check in at any open counter, check baggage, order meals, pay fees, and accomplish border clearance requirements. Passengers are not to be inconvenienced by being referred from counter to counter to process in. If circumstances dictate, a counter may be opened to process passengers for a single flight.

22.3. IAW DOD 4515.13R, household pets (dogs and cats) may be shipped as excess baggage in conjunction with PCS travel to certain locations (see AMCI 24-101 Volume 15). See [Attachment 3](#) for using AMC Form 53.

22.3.1. Only assist animals or booked in cabin pets are allowed in the cabin. When military working dogs are shipped on cargo aircraft they must be in a kennel or must be muzzled and remain at the handlers feet. The handler must maintain control of the pet for the entire flight and is responsible for cleaning up after the animal(s) before departing the aircraft at the arrival port.

22.4. Firearms/hazardous materials declaration. Ask the following question during passenger processing: "Do you have any firearms or hazardous materials to declare?" Advise the passenger that edged or sharp objects, regardless of length, must be in their checked baggage.

22.4.1. If the passenger answers "yes" to the question in paragraph [22.4.](#), the item(s) identified shall be physically inspected by passenger service personnel to determine if the item(s) may be legally transported. Do not hesitate to question any suspicious activity or person.

22.5. Data Collections Requirements:

22.5.1. Emergency Point of Contact Information. IAW DTR Part I, Chapter 103, Section N, passenger service agents and passenger functions must solicit emergency contact information from each passenger for all DOD missions. Request the full name of each passenger, rank, SSN, status (active, reserve, retired, dependent, civilian employee), branch of service, and name and phone number of an emergency contact not traveling with the passenger. This is DOD policy and the information is required to be solicited by public law. This information is important because the public law required carriers to make initial notification of an aircraft disaster within a certain period of time and certain entitlements from the carrier are tied to this notification. If a passenger does not want to list a personal emergency contact, they have the option of listing their First Sergeant or orderly room as their emergency point of contact. In the event a passenger refuses to provide emergency contact information, a manifest entry reflecting the fact will be made. If emergency contact information is already resident in GATES, passenger service agents must confirm the information with the passenger at check-in. (Automatically marking the passenger as having declined is unacceptable)

22.5.1.1. GATES locations will use the Emergency Point of Contact data field to meet this requirement. Non-GATES/manual locations will use the AMC Form 1016, **Dependent Information** to collect the required data. AMC Form 1016 will be maintained in the flight package at the originating station.

22.5.2. Customs and Border Protection (CBP) Data. CBP requires advance notification of passengers arriving from overseas with an ultimate destination in the Customs Territory of the United

States (CTUS, the fifty United States, District of Columbia, and Puerto Rico) on all DOD missions.

22.5.2.1. PSAs will collect the date of birth, document number, document type, gender, and passport country of issuance from appropriate passengers.

22.5.2.2. GATES locations will use the INS data icon to meet this requirement. Provide one copy of the INS report in the mission flight package. Non- GATES/manual locations will annotate a copy of the manual manifest with the appropriate data. Provide one copy in the mission flight package, and transmit data to INS as prescribed in HQ AMC/DONP messages.

22.6. Determine DV requirement/request and pass to flight controller/dispatcher who informs ATOC.

22.7. Groups. The sponsor of a family group may check in all members, provided all required travel documents are available for review.

22.8. Customer Identification Code (CIC). Collect one copy of travel order for each duty passenger and forward to the Data Records section for TWCF updating. Check travel orders for fiscal data, CIC, and signature block. At GATES stations, ensure the data on the GATES check-in screen face is the same as the travel order. If different, change the data on the screen to match the travel order.

22.9. Weights. IAW DOD 4500.9R, (*DTR*), *Part III (Mobility)*, Standard weights will not be used for passengers transported on AMC Owned/Controlled aircraft. Only under actual contingency or war-time situations will standard planning weights be used in lieu of actual weights for manifesting passengers on AMC-Owned/Controlled aircraft. When transporting troops, actual scaled weights of individuals (in full uniform) and all hand-carried items will be used when possible. If scales are not available, ask each individual their weight and use the additive item weights listed in the DTR, Part III.

22.9.1. When transporting passengers other than troops, interrogated body weights plus additives from the DTR, Part III, will be used to determine actual weights. Discretion and tact must be used when requesting body weights.

NOTE: For DOD commercial charter aircraft, use actual/interrogated weights under all conditions. The use of standard weights is not authorized.

22.9.2. PSAs will place the passenger's line number (i.e., line #100, 1 of 2, 2 of 2, etc.) on baggage tags to expedite the location and possible removal of baggage in the event of a gate no-show.

22.10. Smoking/Smokeless Tobacco Products. Brief each passenger that smoking/smokeless tobacco products are prohibited aboard all AMC-owned or controlled aircraft.

22.11. Meals. Offer meals in accordance with [Section E](#) paragraph 57., Inflight Meal Schedule and collect money for those sold.

22.11.1. Annotate AMC Form 148 series, **AMC Board Pass/Ticket/Receipt** in the space provided for meals purchased i.e., kind/type/quantity and meal cost. The following applies:

22.11.2. When a passenger is authorized to receive a government meal at no charge and orders a meal, annotate the boarding pass with words "no charge" in the meal cost block.

22.11.3. When there are other cash transactions and no meals are ordered, enter the notation "no meal" in the meal purchase block and a zero in the meal cost block.

22.11.4. Make the above entries by pen and ink or by stamp at non-GATES stations.

22.11.5. En route stations will issue a new AMC Form 148 series for meals provided at that station.

22.12. Passengers will be informed that in-flight meals will be served only on presentation of the boarding pass, with record of meals purchased. Brief passengers refunds for meals not received are made only on presentation of a boarding pass signed by the loadmaster/boom operator at the next arrival location.

22.13. At non-GATES stations, the flight controller will use the bottom of AMC Form 162, **Inflight Meal Supplement Worksheet**. When meal orders are called in annotate the number and kind of meal in the block corresponding with the passenger's line number. If the meal is at no cost to the passenger, place the letters N/C in this block.

22.14. Special Information- At non-GATES stations, call the flight controller and pass the passenger's name and line number, and obtain seat assignment (originating only). For Space-Available passengers, pass the movement priority and date/time of sign up. If the passenger is a special category passenger or pregnant, first-time immigrant, foreign national or unaccompanied child, advise the flight controller.

22.15. Confirming Reservation. At non-GATES stations, the flight controller will confirm the reservation on the premanifest and record the seat assignment and passenger body weight on the premanifest. If the name does not appear on the premanifest and the travel order is valid for the flight, coordinate with PSC before writing in the name as a portbook. If the passenger is duty standby or Space-Available, write the name at the bottom of the boarding manifest. If no premanifest is available, write in all the information on DD Form 2131.

22.16. Seat Assignment Policy. One of AMC's goals is to transport our customers in the most professional way possible and make the trip a positive experience. A key stepping stone toward achieving this goal is for a passenger to receive the seat they desired and were assigned. At GATES locations, on commercial aircraft, a seat map will be assigned at the originating location and must be used throughout the entire mission route. On organic missions use of seat maps are optional. En route locations should contact the originating station for adjustment to the assigned seat map.

22.16.1. Patriot Express Flights. In the event passengers did not receive a seat assignment at the time of booking, assign their seat upon check in at the processing counter. Every effort will be made to accommodate the passenger's seat request.

22.16.1.1. When the aircraft is configured with business or first class seats, give priority to special category (Medal of Honor holders, Blue Barks, COIN Assist, NOK of VSI, and O-6 or civilian equivalent and above) passengers. Any remaining seats will be on a first-come, first-serve basis. Refer to para [22.16.2.](#) and para [22.16.3.](#) for seating restrictions.

22.16.2. Seating In Emergency Exits. Passengers seated in emergency exit rows must have sufficient mobility, strength, or dexterity in both arms, hands, and legs to reach upward, sideways, and downward to the location of emergency exit and exit slide-operating mechanisms. For C-5 aircraft refer to AMC Form 103, **C-5 Seating Chart**. They must be able to grasp, push, shove, pull, or otherwise open emergency exits; to remove obstructions similar in size and weight; to exit expeditiously, stabilize escape slides; and assist others in getting off an escape slide.

22.16.2.1. Passengers must be 15 years of age or older and capable of performing the above functions.

22.16.2.2. Passengers must be able to read and understand English language instructions.

22.16.2.3. Passengers must have sufficient visual capacity to perform the above functions.

22.16.2.4. Passengers must have sufficient aural capacity to hear and understand instructions.

22.16.2.5. Passengers must not have any condition that might cause the passenger harm if he or she performs the above functions.

22.16.3. Upper Deck Restrictions. On B-747 aircraft do not provide seating in the upper deck for children under the age of 15 or differently abled passengers whose disability prohibits them from climbing/descending the upper deck stairs unassisted.

22.17. AMC Boarding Pass. The passenger check-in agent will record the appropriate information on the boarding pass at non-GATES stations. The passenger's line number goes in the top left-hand corner after the word "AMC" on AMC boarding passes. Annotate the three-letter station code for the final AMC destination in the specified destination block (see [Attachment 9](#)) on the appropriate AMC Form 148 Series, **AMC Boarding Pass/Ticket/Receipt**. In case of a CONUS destination, use USA in lieu of a specific three-letter station code.

22.17.1. Passenger agents will use the boarding pass as a visual aid when briefing the passenger on the departure time and boarding gate number. The baggage claim stubs must be attached to the boarding pass.

22.18. The flight controller will keep a running total of passenger body and baggage weights and total meal orders by type on the manifest. Pass this information (along with the boarding manifests) to dispatch. At GATES stations, the floor supervisor monitors weights and meals using the "FLIGHT STATUS" screen.

22.19. No later than 1 hour prior to scheduled departure, dispatch will total all meals and inform in-flight kitchen and fleet service of the final meal order. Initials and times are annotated on the top portion of AMC Form 162. The shift supervisor will ensure information on the top portion of AMC Form 162 is transferred to AF Form 463 (see [Attachment 17](#)), **Request for Flight Meals**, before the shift is relieved of duty. Management may adjust final meal order time based on requirements and sequence of events.

22.20. Dispatch will pass the final passenger and baggage weight to QAP or ATOC, as applicable, and give aircraft copies of the manifest to the gate agent.

NOTE: Ensure an adequate number of manifest copies are prepared to meet the needs of all subsequent locations and any additional copies required by their local border clearance agencies.

22.21. Passenger Totals. Dispatch will advise ATOC on the total number of Space-Available and Space-Required passengers, special category passenger information, and total number passengers off next station. Use AMC Form 79, **Passenger Information** ([Attachment 7](#)), to help provide information to the loadmaster/boom operator or flight attendant. At GATES stations, give the "CLOSE OUT STATUS REPORT" to ATOC as soon as possible after flight closeout.

23. Connecting/Remain Over Night (RON)/Delayed Passengers. These passengers will be documented by annotating the station file copy of the passenger manifest with the following statement. "Passengers on this manifest were counted/recounted as originating and terminating for the following reasons: RON/Delayed/Connecting." The stamped copy of the manifest is forwarded to ATOC for inclusion in

AMC Form 77, **Aircraft Ground Handling Record**. Do not document these passengers on AMC Form 108, **Passenger Rehandled Workload**, for these reasons.

23.1. A passenger is considered RON if:

23.1.1. Passengers are on a throughload manifest on a mission which RONS.

23.1.1.1. Baggage is off-loaded and returned to the passenger.

23.1.1.2. Predeparture check-in (or any action requiring the passenger to check in at the processing counter the following day) is required.

23.1.1.3. Baggage is collected, retagged, and loaded.

23.2. A passenger is considered delayed if:

23.2.1. Manifested on a mission that is delayed for an extended period of time.

23.2.2. Baggage is off-loaded and returned to the passenger.

23.2.3. Predeparture check-in (or any action requiring the passenger to check-in at the processing counter the following day) is required.

23.2.4. Baggage is collected, retagged, and loaded.

23.3. A passenger is considered connecting if:

23.3.1. They are premanifested on a connecting mission.

23.3.2. Boarding passes are reissued.

23.3.3. Baggage is returned to the passenger or segregated on arrival and added to the appropriate originating baggage pallet/bin.

23.4. If passengers are re-antihijacked, re-transported, re-manifested, and re-boarded, the passenger dispatch section will complete AMC Form 108 to reflect the additional workload (refer to AMCI 24-101, Volume 6, *Transportation Documentation, Data, Records, and Reports* for additional information).

24. Special Category/Unique Passenger Processing Procedures and Policy:

24.1. Special Category Passengers:

24.1.1. Stowaway. A stowaway is an unauthorized person aboard an aircraft not listed on the flight manifest. Ask for security forces assistance at the aircraft to remove the suspected stowaway, if necessary. Contact immigration and customs inspectors, if applicable. When returning a stowaway, passenger service dispatch will notify ATOC for inclusion in the ALLOAD message.

24.1.2. Deportees. Passengers who fail to meet border clearance requirements and are refused entry must be returned by AMC to the nearest station where the passenger may secure proper border clearance documents. Return air transportation will comply with the time limitation established by the country refusing entry. Notify ATOC for inclusion in the ALLOAD message.

24.1.3. Distinguished Visitor (DV). These passengers are senior officers (O-6 or civilian equivalent and above) or senior public officials. Passenger service officers will ensure needs and desires of these passengers are met. When mission requirements permit, provide DVs the option to board/deplane aircraft before or after other passengers. Dispatch will pass to ATOC DV codes and any

requests of the DV (see [Attachment 4](#) for the Glossary of Codes). This information will be included in the ALLOAD message.

24.1.4. Blue Bark. Active duty members or US citizen employees of the DOD and/or their dependents traveling in conjunction with the death of the member, civilian employee, or dependents of the above when returning to the CONUS following the death of the member, employee, or dependent. Passengers presenting themselves at the counter or arriving on station identified as "blue bark" passengers will be personally assisted by the passenger service supervisor and afforded all privileges associated with DV assistance. Dispatch will pass any downline requests to the ATOC for inclusion in the departure message. If there are no requests, so state. Arriving blue bark passengers will be met by a passenger service supervisor to ensure all arrangements are satisfactory. Passenger service boarding agents will brief the loadmaster/boom operator/flight attendant when boarding blue bark passengers. Blue bark passengers will not be removed/rotated at originating/en route stations to accommodate Space-Required or Space-Available passengers. The same services provided "blue bark" passengers will be offered to a person escorting the human remains and will be assisted personally by a passenger service supervisor.

24.1.5. Coin Assist. These passengers are dependents whose sponsors are missing in action, prisoners of war, or as otherwise designated by the DOD. The same services provided "blue bark" passengers will be offered to coin assist and will be assisted personally by a passenger service supervisor.

24.1.6. Medal of Honor Holders. These passengers will be personally assisted by the passenger service shift supervisor and afforded all privileges associated with DV assistance. Travelers shall present a copy of the Medal of Honor award certificate as directed in DOD 4515.13R Chapter 6.

24.1.7. Next of Kin (NOK) of Very Seriously Ill (VSI). These passengers will be personally assisted by a passenger service supervisor and afforded all privileges associated with DV assistance.

24.2. Unique Passengers:

24.2.1. Differently Abled Passengers. The normal process for determining travel eligibility will be followed, along with an evaluation of required assistance for the differently abled passenger. ATOC/QAP will coordinate with the aircrew to ensure aircraft configuration provides proper access and safe transport of differently abled passengers. AMC aircrew will make every effort to accommodate them. Differently abled passenger assistance depends largely on the degree of mobility and type of aircraft (e.g., If a differently abled passenger is selected for a C-5 mission and the passenger can, with assistance, negotiate the internal stairs, he/she can travel). Once determined as eligible, the passenger terminal will advise the ATOC/QAP when a passenger with special needs (i.e., wheel-chair bound) is likely to be selected for a flight. On the rare occasion when operational or equipment limitations preclude serving differently abled passengers, passenger terminal personnel must ensure the passenger understands why air transport is not possible on the mission in question (see AMCI 11-208, Tanker/Airlift Operations for additional information).

24.2.1.1. Decisions regarding eligibility or acceptance of a differently abled passenger for a flight need to be determined at the lowest level possible. Problems concerning eligibility or acceptance that cannot be resolved locally must be reported (circumstances, chronology, names, units, etc.) to HQ AMC/A43. For time-sensitive problems, telephone HQ AMC/A43P DSN 779-4592 during normal duty hours 0730L-1630L (CST) M-F and HQ AMC TACC/

APCC at DSN 779-0355 (East), and 779-0350 (West) after normal duty hours.

24.2.1.2. Seeing Eye/Assist Animals. Transportation is allowed on AMC aircraft without charge when accompanying its owner who is otherwise authorized travel. Handle animals as prescribed in DOD 4515.13R, Chapter 1.

24.2.1.3. Differently abled passengers should be boarded early, preferably in seats close to latrine facilities if so desired, and be assisted in boarding by passenger terminal and aircrew personnel. Ensure adequate assistance is provided to assure safety during all differently abled passenger movement operations.

24.2.1.4. DELETED

24.2.1.5. DELETED

24.2.2. Movement of Large-Bodied Passengers (Passengers who cannot be safely restrained in a single aircraft seat using a single seatbelt). Handle these passengers IAW paragraph 24.2.1. There will be times when these passengers cannot be accepted for flight aboard AMC aircraft due to flight safety considerations. AMC Commercial Contract aircraft or KC-10 aircraft equipped with airline seats are authorized to use seat belt extensions to accommodate these passengers. Transport of these passengers may also be possible on other organic aircraft only if they are equipped with sidewall seats, utilizing only the standard aircraft seat belt restraints as they are designed to carry fully equipped paratroopers. For all other organic aircraft, seat belt extensions or cargo straps will not be used.

24.2.3. Prisoners and Guards. Movement of prisoners with unarmed guards and prisoners traveling on their own recognizance can be moved on government arranged commercial seats. Prisoners requiring armed guards are moved only on organic missions, and will be seated before any other passengers are unloaded. On arrival, all passengers will be unloaded before the prisoner and guards. If briefed of the hazard, dependents may travel on aircraft carrying prisoners and armed guards. If they choose not to go, there will be no penalty. Information control/dispatch will notify ATOC when prisoners with armed guards are manifested aboard AMC flights to allow ATOC to notify downline stations in the departure message. ATOCs at downline stations will notify dispatch of these prisoners, and ATOC will also inform the security forces. Prisoners traveling under their own recognizance or those accompanied by unarmed escorts require no special loading procedures.

24.2.4. Eastern Test Range/Ascension. To protect US treaty obligations, Space-Available travel to the Eastern Test Range is done on a space allocation basis (Grand Turk Auxiliary Airfield and Antigua). Patrick AFB passenger terminal administers space allocations. Space-Available passenger movement in accordance with DOD 4515.13R to/from African countries transiting the Eastern Test Range is restricted to those personnel permanently assigned to African countries. Confirmation from the Commander, Ascension Auxiliary Field, that overnight facilities are available constitutes approval for transit of Ascension.

24.2.5. Pregnant and Post Partum Mothers and Newborn Infants:

24.2.5.1. Accept pregnant women up to week 34 of gestation for air transportation. Women who are 6 or more weeks postpartum and infants 6 or more weeks old may travel as passengers. Infants under 6 weeks, and women who are less than 6 weeks postpartum may be accepted if they are certified to be medically sound by a responsible medical officer, or civilian

physician.

24.2.5.2. Infants and Infant/Car Seats Aboard Aircraft. Infant car seats are not mandatory for travel aboard AMC flights. Utilization should be strongly encouraged. When utilized, car seats must meet FAA certification requirements.

25. Passengers with a Unique CIC (MMO, MRS, MEGP, Cadet, and Couriers):

25.1. AMC Mobility Mission Observer (MMO). Passengers designated as AMC MMO have been invited by AMC/CC to accompany AMC aircrew on AMC organic military aircraft. Use 4MMO 0000000000 as the CIC. Afford them DV privileges. Manifest MMO passengers with other passengers. They may proceed to the aircraft with the aircrew and use crew compartment seats, if available. MMO is authorized only on AMC organic military aircraft.

25.2. Mission Route Support (MRS). Passengers holding orders citing MRS authority may request TWCF cargo be downloaded up to 2 hours prior to aircraft block time to provide additional seats when they cannot be accommodated through the normal first-come, first-serve passenger priority system established by DOD 4515.13R. When cargo is downloaded, MRS passengers will be accommodated ahead of other duty passengers competing for the additional seats, since they directly support the AMC airlift mission. MRS authorization should be used very sparingly and prudently, being limited to those personnel required to perform time-sensitive actions that are critical to AMC missions, and are of such a short-notice nature as to preclude normal funding avenues.

25.2.1. Approval authority for MRS on organic missions rests with the senior transportation official at HQ AMC, AMC/TACC, or en route Air Mobility Operations Group. When requested by HQ AMC to support TWCF aerial port operations, Air Force Reserve and Guard personnel are authorized MRS status for their tours of duty. Approval for Air Force Reserve and Guard MRS status rests with HQ AMC/A43P. MRS cannot be authorized for anyone traveling in a PCS or leave status. Orders for passengers authorized MRS will be issued in accordance with the AMC supplement to AFI 37-128, *Administrative Orders*. Blanket orders are not authorized.

NOTE: Blanket orders are not authorized.

25.2.2. In addition to the fiscal data required for payment of normal travel expenses, an appropriate MRS CIC will be included in the orders. The CIC is composed of 15 alphanumeric digits with unused digits being zero-filled and constructed as shown in [Attachment 6](#). Except as noted below, MRS CIC may be used on military aircraft only.

25.2.3. MRS travel is authorized on Patriot Express missions in direct support of TWCF airlift operations. Patriot Express MRS provides unfunded travel, but is NOT designed to support travel for quality assistance, staff assistance visits, or similar requirements normally funded from TWCF sources. Direct support includes:

25.2.3.1. Range rides required by AMCI 24-201, *Commercial Airlift Management—Civil Air Carriers* conducted by HQ AMC/A34Y quality assurance personnel (QAP), HQ AMC/A34Y contract administrators, and authorized air terminal and commercial gateways QAP, AMC headquarters staff personnel, or other non-AMC personnel invited by or as directed by the Commander of AMC to evaluate service may be authorized MRS.

25.2.3.2. HQ AMC/A34I, OL-F and AMC/A34Y OL-G are the approval authorities for Patriot Express MRS travel. At the local level, submit requests for Patriot Express MRS travel

through the senior air transportation officer on station to the senior AMC commander on station for approval by AMC/A34Y OL-F and AMC/A34Y OL-G. On non-AMC bases, submit requests through the senior air transportation officer on station to the AMC group commander for submission to AMC/A34Y OL-F and AMC/A34Y OL-G for approval. MRS travel requests by AMC staff will be routed to HQ AMC/A43P detailing reasons for travel on Patriot Express and the costs to TWCF. Send base-level requests with the same information through the senior air transportation officer to AMC/A34Y OL-F and AMC/A34Y OL-G. Submit requests as soon as possible after requirement is known.

25.2.3.3. Patriot Express MRS travelers will be given the unique CIC where the last digit will be coded "B."

25.3. Operation Air Force Cadets:

25.3.1. USAF Academy cadets traveling to/from overseas sponsoring agencies aboard KC-10 aircraft will have the statement: "For travel aboard KC-10 aircraft only, CIC: 8 AFA CADET 000000", in the remarks section of their orders. When cadets are space blocked aboard KC-10 aircraft, they will be afforded priority over other passengers except priority one passengers.

25.3.2. Cadet travel on other than KC-10 aircraft will require a travel order. Cite the CIC and funding in Block 19 unless the cadet is traveling in mission essential ground personnel (MEGP) or additional crewmember (ACM) status.

25.4. MEGP/ACM Travel:

25.4.1. MEGP travel includes Mobility Air Force (MAF) personnel performing unique duties directly associated with and essential to a particular mobility aircraft, aircrew, or mission (except 89 AW and special operations missions). Mobility support duties include chaplains, Command Chief Master Sergeants, maintenance personnel (including mission recover teams [MRT], and TALCE), security forces (including PHOENIX RAVEN), photographers, safety, unit intelligence personnel, and public affairs media escorts. MEGPS will process through the passenger terminal as Space-Required passengers.

EXCEPTION: Maintenance, command and control flight program and Phoenix Raven personnel on organic aircraft are not required to process through the passenger terminal and may be manifested by the aircrew on DD Form 2131, passenger manifest or included on approved flight authorization. However, if they elect to do so they will process under the passenger terminal rules and restrictions (i.e., SPE).

25.4.2. ACM travelers normally travel in the crew compartment and will not process through the passenger terminal. See AMCI 24-101, Volume 9.

25.4.3. MEGP/ACM travelers must notify the Air Terminal Operations Center of their intent to travel aboard a specific mission NLT 3 hours prior to departure time. They will not normally be added to the mission after that point if it will adversely impact manifested passengers.

25.5. Defense Courier Service (DCS) See AMCI 24-101, Volume 9 for DCS space blocking process.

25.5.1. DCS material shipments consist of highly classified national security material that require courier escort. DCS shipments will consist of belly-loaded/palletized or hand-carried items, or a combination of the two methods. Courier escorts will either be dedicated (assigned to the dis-

patching DCS station) or designated (from aircrew or passenger manifest). Passenger terminals are responsible for manifesting couriers.

25.5.2. Dedicated DCS Couriers. Dedicated couriers are members of the U.S. Armed Forces or civilian employees assigned to the DCS, possess the proper security clearance, have successfully completed the DCS Training School, are qualified by the Commander, DCS, and can be identified by credentials issued by the DCS. Dedicated couriers at stations located on AMC installations also have flight line badges.

25.5.3. Designated Couriers. A designated courier is an appropriately-cleared active duty member of the U.S. Armed Forces (in the grade E5 or above) or, when authorized, a U.S. Government civilian employee (in the grade GS-5 or above), who is selected to take custody of, safeguard, and escort a particular DCS shipment.

25.5.4. For movements by DCS couriers, courier travel orders and other required information can be delivered or faxed to the passenger terminal not later than 3 hours prior to flight departure. DCS couriers are not required to process through the passenger terminal and may go directly to the aircraft.

25.5.5. AMC Contract Aircraft Procedures. Two seats on AMC contracted cargo aircraft shall be provided for DCS couriers at no cost, if available, and not utilized by the contractor for immediate mission support, as approved by the Contracting Officer. Space blocking of cargo and personnel will be synchronized.

25.5.5.1. DELETED.

25.5.5.2. DELETED.

25.6. Phoenix Raven (PR) Program. PR program is designed to ensure adequate protection for AMC organic and commercial contract aircraft where security is unknown or deemed inadequate to counter local threats. PR will observe passengers during flight processing and board aircraft outside of normal procedures (load first, offload last, and remain on the aircraft until mission termination).

25.6.1. When departing on commercial contract missions at military airfields, PR are exempt from SPE procedures upon presentation of valid documentation, ID cards, and orders.

25.6.2. When traveling on organic missions PR will process with MEGP orders through Command Post or Base Operations IAW AMCI 11-208, *Tanker/Airlift Operations*.

25.6.3. When traveling on commercial contract missions, PR must process through the passenger terminal to be manifested. Upon arrival, PR will identify themselves to AMC personnel and will provide ID card, travel orders or travel authorization with appropriate CIC and AF Form 523A, **Concealed Weapons Permit**.

25.6.4. Responsibilities:

25.6.4.1. AMC/SF will:

25.6.4.1.1. AMC/SF will make every effort to notify the commercial gateway within 24-hours prior to mission departure of a PR team movement aboard a mission.

25.6.4.1.2. AMC/SF will coordinate movement of Raven team with TACC/ XOG within 24 hours, to ensure seats are accounted for and team members are booked within the GATES system. If there is not sufficient time to pre-book a seat, AMC/SF will notify the

AMC passenger terminal activity that a Raven Team will be departing from their location. In turn AMC passenger terminals activity will port-book team members.

25.6.4.1.3. AMC/SF will make every effort to coordinate movement with the USCS at U.S. commercial airfields in advance so they will be aware of their presence on the aircraft. If the aircraft is terminating service, one of the PR will immediately identify themselves to an airport security representative upon leaving the jet-way and prior to movement within the terminal. Additionally, the Raven team will make contact with US customs and Immigration Service at the terminal at their first opportunity.

25.6.4.2. TACC/XOG will:

25.6.4.2.1. XOG will hold or book seats on the commercial mission for PR identified to be moved by AMC/SF.

25.6.4.2.2. Ensure the statement " Ravens Team movement" is included on the GDSS Form 59.

25.6.4.3. Passenger terminals/Gateways will:

25.6.4.3.1. AMC gateway personnel will make every effort to assist PR processing. Collect copies of orders/transportation authorization for billing on all Raven team members.

25.6.4.3.2. If Raven teams members are not prebooked in the system, AMC passenger terminal personnel will port-book the passengers. Raven teams members will fly with assigned mission.

25.6.4.3.3. Arrange for the PR to load first and offload last, when possible.

25.6.4.3.4. Assign seats to meet PR team requirements.

25.7. Inactive Duty Training (IDT). Members of the Reserve Components of the Armed Forces may travel Space-Required on DOD aircraft for attendance at IDT assemblies. This travel can be within the CONUS, between CONUS and OCONUS or OCONUS-OCONUS.

25.7.1. Members must provide written authorization for travel. Examples of written travel authorizations (TA) are AF Form 40 or 40A, ARCOM Form 140-1R, CGD2 Form D2-001, NAVRES 1570/22. Other formal documents authorizing travel may be accepted. TA must be signed by an approving authority other the traveler. Additionally, the traveler must have ID card and all other applicable documents required by the FCG.

25.7.2. Use travel priority "4", and type travel code "NR".

25.7.3. DELETED.

25.7.4. DELETED.

25.7.5. Federal Aviation Administration (FAA)/Transportation Security Agency (TSA) security directives contain sensitive information. These documents will not be distributed to aerial ports. HQ AMC/A43P will consolidate any applicable information and transmit via message to the units.

Army Reserve	2ARE000000000000
Coast Guard Reserve	GCGU000000000000

Marine Reserve	6MRE000000000000
Navy Reserve	3NRE000000000000
Air Force Guard	4AFG000000000000
Army Guard	2AGU000000000000
Air Force Reserve	4AFR000000000000

Section D—Passenger Terminal Security and Inspections:

26. Passenger Terminal Security. AMC policy is to prevent entry of unauthorized weapons, firearms, or explosives into the Defense Transportation System. Personnel involved in all phases of passenger terminal operations must be keenly aware of any unusual conduct of persons within the passenger terminal and alert to the possibility of concealed explosive devices, firearms, or weapons. Refer to AMCI 24-101, Volume 24, *AMC Passenger Terminal Force Protection*, for additional information.

26.1. Administration. The Commander is responsible for the administration of all aspects of the passenger terminal security program (see [Attachment 10](#)).

27. General:

27.1. All personnel assigned to the passenger terminal/commercial gateway will annually review computer based training (CBT), Lesson PP01, "Terminal Security/Antihijacking Inspection Procedures."

27.2. Signs. Post AMCVA 24-5, Advice to Passengers, AMCVA 24-3, Federal Safety and Security Inspection Rules, and AMCVA 24-6, Not A Joking Matter. These visual aids will be displayed in passenger terminals to inform passengers false statements about hijacking, bombing, or carrying concealed weapons and firearms, are a violation of federal law.

27.3. Duress Alarm System. Install a duress alarm system linking the security forces facility and the passenger terminal inspection area check-in counters, SPE and other areas as determined by the squadron/port operations officer. Non-SPE terminal will install alarm (s) in the gates area. The activating device (button/switch) must be out of public view to allow personnel monitoring/performing inspections to activate the alarm unnoticed. Portable activators may also be worn on the belt to increase the inspector's flexibility. Develop and prepare directives in accordance with AFI 37-160, Volume 1, *Air Force Publications and Forms Management Programs-Developing and Processing Publications*, for operating and monthly testing of the system. Ensure monthly testing is recorded and maintain for at least one year.

27.4. Baggage Lockers. Baggage lockers will only be used when the baggage is screened prior to being placed in the lockers in a secure area.

27.5. Federal Aviation Administration (FAA)/Transportation Security Agency (TSA) security directives contain sensitive information. These documents will not be distributed to aerial ports. HQ AMC/LGTP will consolidate any applicable information and transmit via message to the units.

27.6. PSAs or contract screening personnel will deny entry to the passenger terminal/boarding to any person refusing to submit to any part of the SPE or anti hi-jacking inspection procedures.

28. Single Point Entry (SPE)/Non-SPE Terminals: SPE and Non-SPE activities will be established utilizing AMCI 24-101, Volume 24, *AMC Passenger Terminal Force Protection* as guidance.

28.1. DELETED.

28.2. DELETED.

28.2.1. DELETED.

28.3. DELETED.

28.4. DELETED.

28.5. DELETED.

28.6. DELETED.

28.7. DELETED.

29. Anti-Hijack Inspections/Passenger Screening will be conducted IAW AMCI 24-101 Vol 24.

29.1. Checked and Hand-Carried Baggage Inspection will be conducted IAW AMCI 24-101 Vol 24

29.1.1. DELETED.

29.1.2. DELETED.

29.2. DELETED.

29.2.1. DELETED.

30. Carriage of Hazardous Material in Passenger Baggage. Federal law forbids the carriage of hazardous materials aboard aircraft in a passenger's checked or hand carried baggage. As such, passenger agents should possess a general knowledge of what hazardous materials are and what is acceptable to be checked or carried as baggage. If inspecting agents detect or find contraband or illegal weapons and firearms, notify the security forces to take necessary action to confiscate and dispose of the item(s). At commercial gateways, airport security personnel conduct these inspections. The passenger agent need not question each passenger to determine if they are carrying hazardous articles but should be alert for questionable luggage, parcels, boxes, or containers. Additionally, passenger agents should be aware of those hazardous articles that are permissible in limited quantities and under certain conditions in accordance with AMCI 24-101, Volume 15. When appropriate, notify the security forces.

31. Special Inspection Procedures:

31.1. General. Specific personnel are exempt from anti hijack inspections due to the nature of their duties or travel status. In these cases, silence the metal detector as the individual passes through.

31.2. Secret Service, FBI, military special investigative personnel, military security police or local law enforcement officials and drug enforcement officials who are supporting an administrative airlift movement upon presentation of appropriate identification.

31.3. Armed Crew Members. Armed crewmembers must discretely identify themselves to AMC Passenger Service personnel upon arrival at security checkpoints (SPE). This can be accomplished by one aircrew member presenting a valid set of crew orders requiring the crew member to be armed, their military ID card and a gun card authorizing the carrying of concealed firearms. Once terminal person-

nel verify this, allow the crewmember to vouch for the remaining crewmembers. The entire crew will then proceed through the magnetometer without removing objects from their pockets. This will prevent passengers from determining which crewmembers are armed.

31.4. Defense Courier Service (DCS) Screening Procedures. DCS courier personnel are generally not armed and may or may not be in military uniform. DCS couriers may hand-carry small amounts of material in a sealed/locked DCS pouch. DCS material under escort will not be subject to x-ray or any other examination; his/her personal baggage and equipment is subject to all inspection requirements.

31.4.1. Identification. Dedicated (assigned to the DCS) couriers are identifiable by both their military and DCS Form 9, **Courier Identification Card**.

31.4.2. Designated couriers (not assigned to the DCS) are identifiable by their government identification card, designation letter signed by the designating courier station. Classified material under escort will not be subject to x-ray or any other examination; his/her personal baggage and equipment is subject to all inspection requirements.

31.5. The aircraft commander or designated representative will ensure "direct to aircraft passengers" (such as DVs traveling on administrative aircraft) comply with the intent of anti-hijack requirements and public law requirement to solicit emergency contact information and annotate on passenger manifest prior to departure.

31.6. Mobility/contingency/joint airborne air transportability training (JAATT)/SAAM, exercise personnel movements. Passengers traveling in this status are not subject to inspection requirements of normal channel traffic if they are processed through a deployment facility. Further guidance is provided in the DTR, Part III.

31.6.1. When deploying passengers are authorized in their orders to carry firearms and are processed through the passenger terminal, either originating or transiting, they will be allowed to retain their unloaded firearm provided it has been confirmed as unloaded at the SPE or a SPE compliant terminal. PSAs will brief the deploying passenger they must retain positive control over the firearm at all times. Any hand carried or checked baggage is subject to inspection. Passengers will not be allowed to retain in their control any unauthorized items identified in para 28.3. IAW the DTR, Part III. These passengers are not required to remain segregated from other passengers and may have access to the terminal facilities (i.e. snack bar, vending machines, pay phones).

31.7. At en route stops, if passengers come off a sterile flight and have not compromised their sterile status, no further inspection of their hand carried items is required.

32. Weapons. PSAs must ensure legally transported weapons are separated from their owners after the baggage has been screened or when a weapon has been identified/declared. The passenger will be instructed to remove the weapon from the baggage in which it is contained. The baggage without the weapon will then be run through the x-ray machine. The passenger will then be observed placing the weapon back in the baggage and the owner will be observed locking the baggage. Passenger terminal personnel will then take the baggage containing the weapon(s) to a secure area - only authorized personnel will have access to the baggage.

33. Firearms and Ammunition:

33.1. General. Only in unusual circumstances will personnel be allowed to hand-carry firearms on an AMC owned or controlled aircraft and/or in the passenger terminal.

33.2. Acceptance. Except where restricted by regulations of a foreign government, personnel may transport unloaded firearms and ammunition (in limited quantities for sporting purposes only) as checked baggage.

33.2.1. Small arms ammunition for personal sporting use (1.4S) in quantities less than 11 pounds gross weight may be carried within a passenger's checked baggage provided it is in the manufacturer's original package or securely boxed.

33.2.2. All other personnel with military issue small arms ammunition requires a Shipper's Declaration for Dangerous Goods and must be moved as freight. Refer to AFMAN 24-204 (i), *Preparing Hazardous Materials for Military Air Shipments*, Chapter 3, for small arms ammunition explosives, and other hazardous materials.

33.3. At military terminals, personnel authorized to carry a firearm aboard the aircraft will not be required to pass through magnetometer checks. Hand carried/checked baggage remain subject to inspection. At commercial gateway operations, the PSA will coordinate this through airport security personnel.

33.4. Passenger service personnel will notify ATOC with name and status when these passengers will be boarding with firearms.

33.5. The ATOC is responsible for advising the aircraft commander or representative that passengers will be boarding with firearms. At commercial gateway operations, the QAP representative is responsible for advising the aircraft commander or representative that passengers will be boarding with firearms.

33.6. Passenger agents will not knowingly permit any person to carry a firearm in checked baggage unless the passenger declares to the agent that any firearm carried in their checked baggage is unloaded. The firearm will be carried in a container considered appropriate for air transportation; i.e., suitcase, gun case IAW 49 CFR, Chapter XII, Part 1544 and AMCI 24-101, Volume 15. Furthermore, the passenger agent (Military Customs Inspector, if available) will verify the presence of the firearm(s). Check the firearm's serial number against the accompanying documentation when required by the DOD Foreign Clearance Guide.

33.6.1. Firearms in checked baggage or cases must be locked and only the passenger checking the baggage retains the key or combination (49 CFR Chapter XII, Part 1544 and AMCI 24-101, Volume 15). PSAs will then take the baggage/case containing the firearm(s) to a secure area. Only authorized personnel will have access to the baggage/case.

33.7. Baggage containing weapons/firearms/ammunition will not be marked in any way to identify the contents.

33.8. Notify downline stations and customs officials (if applicable) when weapon, firearms, ammunition are present in checked baggage to prevent introduction in the sterile arrival location.

33.9. Except when authorized, no passenger will be permitted to hand-carry firearms/ammunition to, from, or aboard an aircraft (see below).

34. Personnel Authorized to Carry Unloaded Firearms:

34.1. The following personnel may be authorized to carry unloaded firearms while acting in an official capacity aboard the aircraft:

34.2. Couriers, armed guards accompanying prisoners, State Department couriers, escorts, and Defense Courier Service (DCS) couriers. These individuals must be performing duties on the leg segment of which they are traveling, or the firearm must be placed in checked baggage.

34.3. Armed guards accompanying prisoners, couriers and escorts not associated with either DCS or the State Department and who are authorized to carry weapons in their orders will be required, after boarding the aircraft, to temporarily relinquish both firearms and all ammunition to the custody of the aircraft commander or representative until arrival at the destination.

34.4. AMC crewmembers, and federal law enforcement officials, Defense Criminal Investigative Organizations (DCIOs) including, Office of Special Investigations (OSI), Criminal Investigation Department (CU), Naval Criminal Investigative Service (NCIS), Federal Bureau of Investigation (FBI), and the US Secret Service. These individuals must declare the firearm to PSAs upon arriving at the SPE point and during flight processing.

34.5. SAAMS, Joint Airborne Exercises, and missions in support of contingency plans. Troops may carry unloaded firearms aboard the aircraft. Clips/magazines must be removed from the firearms. Bolts must be locked in the proper position to allow for visual inspection, and flag safety devices on.

EXCEPTION: On commercial and/or organic missions originating or terminating at commercial gateways or airports, all individually issued firearms must be packed in a locked container and stowed unloaded in the baggage compartment. When bulk shipping firearms as checked baggage, the crates must comply with checked baggage requirements and not exceed the 100 pound weight limitation. Bulk firearm shipments in excess of 100 pounds per piece must be shipped as freight. On SAAM/contingency missions transiting commercial gateways or airports, troops may carry firearms aboard the aircraft but will not be allowed to deplane with their firearm. The troop CC in conjunction with the senior AMC representative will designate individual (s) to remain with the aircraft to ensure the security of firearms when passengers are allowed to deplane or must clear customs.

34.6. For ammunition requirements see para [33.2.2](#).

35. Personnel (Armed) Authorized to Carry Loaded Firearms:

35.1. The following personnel may be authorized to carry loaded firearms aboard the aircraft:

35.2. AMC crewmembers, federal law enforcement officials, including the DCIOs, (OSI, CU, NCIS), FBI, and the US Secret Service when designated as "armed" in the travel order. When orders are not annotated authorizing them to be armed, the firearm must be placed in their checked baggage. Proper identification presented by civilian federal law enforcement officials will suffice as authority to carry firearms. When these personnel are carrying firearms in the checked luggage, it is not necessary to physically inspect firearms and verify the serial number with the documentation. The 49 CFR Chapter XII, Part 1544 does, however, require an oral declaration that the firearm is unloaded.

35.3. Though normally not armed, DCS couriers possessing a DCS Form 9 may carry a loaded firearm aboard military aircraft during hostilities or contingency situations.

35.4. Troop movements validated IAW DOD 4500.9R, DTR, Part III are permitted to carry their basic combat load, bayonet, and individual issue of ammunition and need not be certified under the following conditions:

35.4.1. Personnel will engage an enemy force immediately after airdropped or upon deplaning at the objective.

35.4.2. Personnel not immediately engaging the enemy but will assume a tactical mission on arrival or redeploying upon mission completion may deploy with their basic load or individual issue of ammunition. However the troop commander must collect these items before the anti hi-jacking briefing. Upon boarding, the troop commander must hand over all items and brief the loadmaster/boom operator on the hazardous material and assist in tie down. Hazardous material will be redistributed on arrival at destination.

36. Carriage of Firearms on DOD Chartered Aircraft:

36.1. In accordance with DTR, Part III, and DODD 5210.56, *Use of Deadly Force and the Carrying of Firearms by DOD Personnel Engaged in Law Enforcement and Security Duties*, the carriage of firearms in the passenger compartment aboard commercial aircraft is authorized. The following provisions to this authorization apply only to SAAM/exercise/contingency operations that specify the carriage of firearms aboard commercial aircraft in the OPLAN or mission directive.

EXCEPTION: Security forces or security personnel (DCIOS, OSI, NCIS, FBI, secret service, etc.) whose duties require that they be armed are exempt.

36.1.1. The total cabin load of the aircraft is under the exclusive use by US military forces the following applies:

36.1.2. Firearms must have the bolt removed and placed in a plastic bag or wrap or other suitable protective cover and stored in the individual's rucksack prior to boarding (units may use a bolt box or any other type of container) OR the bolt locked in proper position to allow visual inspection. The safety switch must be in the safe position. For M-16 firearms, an inserted flag safety stick may be used to lock the bolt in proper position and allow visual inspection.

36.1.3. Clips /magazines will be removed.

36.1.4. Bayonets must be separated from the firearm and inaccessible to the passenger.

36.1.5. All individuals carrying firearms will stow the firearms flat on the floor under the seat in front of them. Passengers sitting in bulkhead seats will stow firearms under their seats or place them in a cabin storage area approved by the flight attendant. Other gear will be stowed either under the seats or in the overhead compartments. Any excess gear will be stowed in the lower deck baggage compartment.

36.1.6. An individual's issue of ammunition will be boxed or crated and certified for shipment using appropriate shipper's declaration for dangerous goods and stowed in the forward baggage compartment. Prior to authorizing the above, HQ AMC/A34Y must be contacted to make arrangements with the commercial carrier concerned. The aircraft commander/captain or designated representative will be briefed on the hazardous material prior to loading.

EXCEPTION: On commercial and/or organic missions originating or terminating at commercial gateways or airports. All individually issued firearms must be packed in a locked container and stowed unloaded in the baggage compartment. When bulk shipping firearms as checked baggage, the crates must comply with checked baggage requirements and not exceed the 100 pound weight limitation. Bulk firearm shipments in excess of 100 pound per piece must be shipped as freight. On SAAM/contingency missions transiting commercial gateways or airports, troops may carry firearms aboard the aircraft but will not be allowed to deplane with their firearm. The troop CC in conjunction with the senior AMC representative will designate individual (s) to remain with the

aircraft to ensure the security of firearms when passengers are allowed to deplane or must clear customs.

Section E—Gate Services/Manifesting

37. Gate Services. Supervises the loading/unloading of passengers. Provides service and assistance to enplaning/deplaning passengers, to include passengers requiring special assistance. Informs passengers of flight departure status.

37.1. Prior to boarding, passenger identification cards will be matched against their boarding pass and the boarding manifest to ensure the correct passenger is boarding the mission.

37.2. Board passengers who require assistance or need extra time in boarding prior to all other passengers. Brief crewmembers on all known differently abled passengers or unique situations. Provide special category/DVs the option to board before or after other passengers.

37.2.1. Under most circumstances, board passengers by rows, working from the rear of the aircraft forward.

37.3. On military aircraft brief the loadmaster/boom operator on information from the AMC Form 79 **Passenger Information** prior to passenger boarding.

37.4. Customs Documentation on Organic Aircraft. AMC Passenger Service functions will provide US Customs Forms (CF-6059B) for originating passengers on AMC organic aircraft destined for the CTUS. This applies only for passenger-carrying aircraft traveling from outside the CTUS. AMC Passenger Service functions will provide customs forms to the aircrew in the passenger manifest package at the time of the briefing referenced in paragraph 37.3 above. Provide at least one form for each family (or single member not traveling with family members) manifested to the CTUS. Also provide 10 percent additional forms in the manifest package in case passengers lose their forms or fill them out incorrectly.

37.4.1. For aircraft carrying passengers transiting another overseas station outside the CTUS and continuing on to the CTUS, follow guidance in paragraph 37.4. above and include sufficient customs forms for all through load passengers.

37.5. The total number of passengers manifested must equal total number of passengers boarded. If there are fewer people aboard the aircraft than manifested, check each passengers boarding pass against the manifest to determine who is not aboard but manifested. After identifying the missing passenger, remove their baggage from the aircraft and correct the boarding manifest. If there are too many passengers aboard, check each passengers boarding pass against the manifest to determine who is aboard but is not manifested. Make an announcement on the aircraft stating the flight number and ask everyone to show their boarding pass. In any case, the total number of passengers on the final boarding manifest must agree with the total number of passengers boarded.

37.6. Baggage/Passenger Matching. Baggage belonging to originating passengers manifested and not present on the aircraft will be removed from the aircraft. If passengers are rotated or removed from the flight then the baggage belonging to the passenger will also be downloaded. No aircraft will be allowed to depart the originating station until terminal personnel are certain there is a positive match between passengers and baggage on board the aircraft. Normally at enroute stops passengers choosing to disembark will be given their baggage. However, the aircraft commander may waive this requirement and allow the unaccompanied baggage to continue to tagged destination.

37.7. Last minute add-ons or changes are done at the departure gate. Baggage tags, ID tags, and boarding passes will be available at the gate. Notify the PSC and dispatch of any changes. To assure the aircraft commander that the anti hijack inspection has been completed, make sure the statements in paragraphs 37.6.1 and 37.6.2 are on the manifest and signed by the departure gate agent. The agent signing the anti hijack statement will legibly print his/her name below the signature to indicate that the checks were performed by the agent at the Single Point of Entry (SPE) of the terminal. Commercial gateway personnel will sign these statements for Patriot Express or military missions to indicate the checks were performed by airport authorities. The required statements are:

37.7.1. "I certify that all passengers and their hand-carried baggage were checked to assure weapons and unauthorized hazardous materials were not carried aboard the aircraft. For troop movement's use: "I certify that an antihijacking inspection/briefing was conducted for all personnel for whom I am the designated troop commander. I further certify that no unauthorized weapons or explosive devices are in their possession."

37.7.2. "A boarding pass/ticket has been issued to each passenger. Total passengers and baggage weights are certified as correct."

37.8. Unsafe Aircraft/Conditions/Activity. In accordance with 10 U.S.C. 2640, the following will apply with regard to the authority to leave unsafe aircraft: "A representative of the Air Mobility Command, the Military Surface Deployment and Distribution Command, or other such agency as may be designated by the Secretary of Defense (or if there is no such representative reasonably available, the senior officer onboard a chartered aircraft) may order members of the Armed Forces to leave the chartered aircraft if the representative (or officer) determines that a condition exists on the aircraft which may endanger the safety of the members." Representatives of AMC include, but are not limited to, DOD Air Carrier Survey Team members, contracting officers, contract administrators, AMC ramp inspectors, and their superior officers.

37.8.1. At military terminals, the POO/SOO/TR, in conjunction with the senior maintenance officer and carrier representatives, will thoroughly investigate each allegation of unsafe aircraft condition and determine if the aircraft is unsafe. At commercial gateways, the detachment superintendent, in conjunction with the Federal Aviation Administration (FAA) and carrier representative, will thoroughly investigate each allegation of unsafe aircraft and determine if the aircraft is unsafe. In all cases, if the aircraft is determined to be unsafe, the carrier is responsible for providing for passenger needs as stated in the contract until such time as the unsafe condition is removed or until other action, as appropriate, has been taken. Aircraft with maintenance discrepancies can be certified for flight by FAA licensed mechanics only. The squadron/port operations officer or detachment superintendent will contact the nearest AMC command post as soon as possible and request they forward a beeline report to AMC.

37.8.2. If a passenger refuses to board any aircraft that has not been determined unsafe, remove the passenger from the manifest and return their baggage. If the passenger is Space-Required, refer them to their service representative. If a service representative is not available, contact the nearest TMF/TO of the member's service for instructions. If the passenger is Space-Available, follow procedures outlined in para 13. of this volume. Under no circumstances will AMC passenger service personnel force a passenger to board an aircraft against their wishes.

37.9. Denying Aircraft Boarding. At military terminals, the decision to deny boarding to a passenger displaying inappropriate conduct (see DOD 4515.13-R, C1.5, Dress, Conduct, and Standard of Ser-

vice), is made by the shift supervisor, but may be elevated as high as the installation commander depending on the circumstance and rank of the person in question. At the commercial gateways, provisions are included in the Airlift Services contracts to address boarding denial. Once the passengers are turned over to the aircrew, the aircrew has the authority to deny flight.

37.10. Aircraft Quarantine Procedures. During inflight emergencies for ill passengers, PSAs should not enter troop/passenger compartments until cleared by proper medical authorities.

38. Manifesting Procedures:

38.1. Manifesting Policy. The passenger manifest is a listing of all passengers aboard an aircraft and will be accomplished when a passenger is selected for movement. The manifesting agency will prepare a manifest IAW DTR for all aircraft operated by the DOD. Manifest may be computer generated or prepared on a DD Form 2131.

38.1.1. Manifest types:

38.1.1.1. Premanifest. A listing of all passengers currently booked on a specific mission. The mission may be locked by PSC no earlier than 72 hours prior to scheduled departure. RTDPC may lock out the flight no earlier than 72 hours prior to scheduled mission departure and forward the premanifest to the processing terminal. Once a mission is locked, PSC will have control of the flight and may perform any booking function (port book, cancel, substitute, etc). The premanifest may be utilized as a boarding manifest in the event of manual processing.

38.1.1.2. Boarding manifest. A listing of all passengers who have boarded the aircraft on a specific mission and accompanies the aircraft to its final destination. Sufficient copies will be made available for the downline, en route, final destinations and all applicable border clearance agencies.

38.1.1.3. Final manifest. Once a mission has departed, GATES automatically records the boarding manifest as the final manifest.

38.1.1.4. TWCF manifest. Manifest used to produce accurate billing information. See AMCI 24-101, Volume 6.

38.2. Manifest Closeout. The flight controller or floor supervisor and PSC personnel will keep track of passengers checked in. The PSC will open seats as soon as practical to allow full aircraft seat utilization. Manifest closeout will be no more than 1 hour and 20 min prior to departure time but may be left open for additional passenger manifesting based on local management decision. Every effort should be made to fill all available seats. Leaving passengers who want to travel behind for the sake of a closeout time or to avoid a few minutes delay is not acceptable customer service. If passengers are bussed to the aircraft and the bus ride is longer than 10 minutes, adjust the manifest closeout accordingly.

38.3. Produce final manifest for TWCF updating. Supporting documents (i.e., AMC Form 53 and AMC Form 140) may be filed separately from your final TWCF manifests; however, they must be cross-referenced and shown on files maintenance and disposition form. Refer to AMCI 24-101, Volume 6.

38.4. Manifest Distribution. At GATES stations, final TWCF updating is done via GATES. Collect two copies of the order for any passengers requiring special account handling and forward one copy to the AMCFSS/FMPDB. For remote locations forward one copy of the orders to the appropriate Reve-

nue Traffic Data Processing Center (RTDPC). If unable to resolve at the RTDPC, forward documentation to AMCFSS/FMPDB. Ensure all documentation contains the manifest number/reference. Refer to AMCI 24-101, Volume 6.

38.5. When an aircraft arrives without a passenger manifest take the following steps:

38.5.1. Make a thorough search of the aircraft to verify non-receipt of manifest.

38.5.2. For missions operating between GATES stations a passenger manifest may be printed from the system. At non-GATES stations complete a DD Form 2131 with passenger and mission information.

38.5.3. ATOC will contact the manifesting station by telephone to obtain necessary manifest header information and request appropriate manifests be sent.

38.6. Aircraft Aborts. If an aircraft aborts and later departs the same day, information control will notify the PSC of any changes and make necessary changes to the header information on the boarding manifest. If the manifest has already been forwarded to records/reports, inform them of the change. If the mission aborts and cancels, the PSC will reenter the passengers into the backlog under their original date/time of sign up. Records/reports will cancel the TWCF manifest.

38.7. Manifesting Classified Missions/Prohibited Information. Security requirements on some missions may prohibit providing names or SSNs of passengers to the passenger check-in office. In such cases, the user may provide a signed statement indicating the number of passengers aboard and the agency maintaining the list of passenger names, and acknowledges responsibility for any border clearance requirements. Passenger service dispatch will forward this information for any border clearance requirements. Passenger service will also forward this information to data records. This document is sufficient to complete the RCS: AMC-DOR (M&Q) 7107 Report.

39. Delayed, Overflown, or Diverted Flights:

39.1. General. When flights are delayed or do not arrive as scheduled, the passenger service agent should announce the delay over the public address system and provide periodic updates. Announcements should include (but are not to be limited to) the reason for delay and new departure time. The POO/SOO/TR will ensure the ATOC aggressively seeks complete information from the controlling agency; however, the responsibility remains with passenger service to become actively involved in obtaining and/or providing accurate and timely information to delayed passengers. Keep flight information systems updated with current estimated departure/arrival times and passenger show times. Provide maximum assistance as possible to all delayed passengers (see [Attachment 23](#)).

39.2. Self Removal. If an aircraft goes into delay at originating stations, manifested passengers may elect to remove themselves from that mission and reenter the backlog at the original date and time of sign up for any of the destinations for which they were originally signed up. If an aircraft goes into delay at intransit stations, manifested passengers may elect to remove themselves from that mission and reenter the backlog at the original date and time of sign-up for their specified manifested destination.

39.3. Delayed Patriot Express Flights. Refer to AMCI 24-201 for detailed specifications relative to delayed passenger care, and establishment of blanket purchase agreements (BPA) to obtain quarters and transportation.

39.4. Support of Service Members on Delayed TWCF Aircraft. AMCI 65-602, *Transportation Working Capital Fund (TWCF) Budget Operations, Concepts and Accounts*, paragraph 6.8 provides guidance for AMC payment of lodging and meals/ground transportation, if required, for service members in a group travel status (same orders, same origin, same destination and no per diem authorized) who are delayed while traveling on Special Assignment Airlift Missions (SAAMs), Joint Chiefs of Staff (JCS) Exercise missions, Joint Airborne/Air Transportability Training (JA/ATT) and contingency missions due to weather or aircraft maintenance problems

40. Dispatch:

40.1. Dispatch. Maintains current information on all aircraft arrivals/departures. Receives mission set-up and seat release. Maintains AMC Form 108. Controls the dispatch of vehicles to pick up and deliver passengers to/from aircraft. Advises passenger ground services of requirements for baggage pickup/delivery and requirements for passenger powered/non-powered loading ramps.

40.2. Prepares the flight package consisting of a passenger mission setup folder using AMC Form 229, **Passenger Service Flight Folder**, [Attachment 5](#), seat selection charts, DD Form 2131 and/or premanifest supplied by the PSC. Assigns manifest number/reference at non-GATES stations. Manifest number/reference is generated automatically at GATES stations. Manifest numbers/references are constructed in accordance with AMCI 24-101, Volume 6, at non-GATES stations.

40.3. Pass all appropriate information and changes to the PSC and passenger processing shift supervisor, as applicable. The flight controller will review the premanifest, check for special category passenger codes, and pass requirements to the shift supervisor. Maintain constant communication with ATOC in regard to flight status.

40.4. Offering Meals. Determine if meals will be offered and type/quantity.

40.5. Tentative Meal Order. Information control/dispatch will make every effort to furnish the in-flight kitchen/fleet service a tentative list of meal requirements at flight setup time but NLT 2 hours 20 minutes prior to scheduled departure time. The tentative order should be a realistic approximation based on historical data and estimated passenger load.

40.6. AMC Form 162. Primarily, use information contained on AMC Form 162 to control meal count on organic missions. Complete the information located on the top portion of the form on receipt of flight setup from dispatch (i.e., mission number, type aircraft, aircraft number, and departure time). Make tentative meal order at this time. Annotate in-flight kitchen and fleet service initials, time tentative order placed, and pickup time accordingly.

41. Baggage Services. Processes unclaimed, damaged, pilfered, rush, and mishandled baggage. Assists passengers in filing lost baggage claims. Arranges for the delivery of lost baggage to passengers (see AMCI 24 101, Volume 15).

41.1. Ground Services. Processes originating, interlined, and terminating baggage. Operates baggage handling equipment and powered/non-powered passenger loading ramps.

42. Passenger Service Facilities:

42.1. Dependent Lounges: Many of our passengers are traveling with small children. For their convenience, a dependent lounge should be made available in military terminals. As a minimum, lounge furnishings will include baby cribs with sheets, soft chairs, a bottle warmer, refrigerator, and toys for

children. The passenger service officer/superintendent is encouraged to solicit base Family Service volunteers for assistance. The lounge will be available to passengers with small children when the terminal is open.

42.2. Passenger Lounge. Passenger waiting lounges/lobbies are designated areas for passengers to await the processing and boarding of their flights or for other personnel awaiting the arrival of aircraft. If your terminal has multiple departure gates, each will be numbered or distinctively marked. A video display monitor/flight status board will be located in the area to provide at least flight arrival and departure information. A television will be available to broadcast local programs or videotapes. Comfortable, sturdy chairs will be available in the area for passengers to await final processing. To assist passengers and reduce inquiries, time zone clocks should be placed in each terminal where practical.

42.3. Special Category (SC) Lounges. Special category lounges are primarily for the use of those in the ranks of 0-6 (or civilian equivalent) and above. Additionally, all E-9 passengers are allowed access to AMC owned special category lounges. Special category lounges at commercial Gateway locations are not AMC owned. However, any additional services such as DV baggage tags, first on/first off boarding etc are not authorized. Additionally, use of the SC lounge is extended to MMO, Blue Bark, Coin Assist, Medal of Honor Recipients, and Next of Kin (NOK) of Very Seriously Ill (VSI) passengers. Special category lounges do not have manpower authorizations and will not be manned by passenger terminal personnel. However, lounges will be checked periodically to ensure they are comfortable and clean.

42.4. Departure Gate(s). Under no circumstance is a passenger to be held "prisoner" in the gate area. This includes intransit passengers awaiting continuation of their flight. If passengers choose to leave the gate area they will be informed of the scheduled boarding time. Passengers must take their boarding pass with them when leaving the area. The gate area will be manned when open for passenger processing. During periods when there are no planned departures, anyone may use the seating in the area. When outbound flights are being processed, only those passengers holding boarding passes will be allowed access to the gate area. Where feasible, the lounge area should have vending machines, telephones for both on and off base, and restrooms. Commercial gateway operations conform to security requirements as specified by local commercial airport authority and FAA/TSA regulations.

42.5. Passenger Terminal Check-In Counters. Passenger terminals must be able to provide expeditious service to all passengers. Passenger check-in counters will be identified to assist each traveler entering the terminal to proceed directly to the proper counter. PSC or CSB personnel will direct Space-Required standby and Space-Available passengers to the appropriate counter for processing after their selection for a flight. Each counter should be able to provide one-stop service. Also, each position will have a sign to indicate whether the position is open or closed. Do not restrict certain positions to particular passengers/flights unless expediting flight processing for short-notice seat releases or other situations as determined by the shift supervisor. To the maximum extent possible, special category passengers will be processed in the special category lounge.

42.5.1. Place stanchions in front of check-in counters and PSC/CSB, if deemed appropriate, to ease passenger processing.

42.5.2. Counter positions should be secure from any unauthorized access. A baggage conveyor will be situated directly behind processing scales to allow easy transfer of baggage from the weighing scale to the conveyor belt.

EXCEPTION: At overseas locations where pre-departure/pre-clearance customs inspections are being conducted, counters should be situated in a way to allow passengers to check in and easily move baggage from the counter to customs inspection counters.

42.6. Passenger Arrival/Baggage Claim Area. Each international military passenger terminal should set up passenger arrival positions to allow the passenger to clear immigration requirements immediately on arrival.

43. Uniform Policy:

43.1. Uniform wear is controlled by dress and appearance regulations of each service, not by AMC PSAs. AMC PSAs will not enforce uniform wear. AMC or contractor personnel will not deny travel, instruct passengers to put on a uniform, nor send them to a service representative. Service representatives (i.e. service liaison personnel) can enforce uniform wear if they choose, provided they do not interfere with the handling of the flight and are not in the processing area. Baggage will not be returned to personnel after check-in is completed to accommodate uniform/clothing change.

43.1.1. Wearing of the uniform may be prohibited in accordance with the DOD Foreign Clearance Guide or restricted travel advisory message.

43.2. PSAs must use the utmost tact, diplomacy, and common sense and will get involved only if the traveler is dressed in inappropriate civilian attire (torn, dirty, tattered, revealing or suggestive clothing, etc.) or is in violation of the DOD policy on body piercing/tattoos.

43.2.1. Passenger footwear must not be of the type that could hinder emergency egress or increase chances of injury. The wear of open-toe or open heel shoes (sandals, flip-flops, etc.) are prohibited on organic aircraft. Shoes with heels should have a wide base and be designed low to the ground. Narrow-based, high-heeled shoes are not to be worn. PSAs should be prepared to explain footwear requirements. Passengers traveling on organic aircraft should be advised that they might have to climb up and down vertical ladders to board most aircraft and to dress accordingly. This restriction does not apply to Patriot Express/commercial aircraft.

43.2.2. Body Piercing and Tattoos. Major, obvious or blatant violations of the DOD policy on Body Piercing should be corrected before providing customer service. PSAs are not to ask a person to remove clothing to look for tattoos or other body piercing. Use the utmost tact, diplomacy, and common sense when advising passengers they must comply with this DOD policy. This guidance applies to military passengers departing on AMC flights from commercial gateways.

43.2.2.1. Body Piercing. Examples of obvious violations will be corrected before providing customer service to military service males with earrings in ear, military member male or female wearing jewelry/ornamentation in the nose, tongue, or any exposed body part (including items visible through clothing).

43.2.2.2. Tattoos. PSAs are to assume military personnel with unauthorized/inappropriate tattoos are taking the appropriate steps to comply with their respective services tattoo policy and will not be denied service. The process involved with tattoos is to be resolved between the member and their Service.

43.3. Repatriation Missions. Passengers traveling on repatriation missions, in civilian clothing, will be required to wear neat, clean attire consisting of collared shirts, slacks, belt and closed-toed shoes.

When in uniform, passengers will be required to wear dress uniform with decorations (BDU/utility uniforms not authorized).

Section F—Funds Accounting/Meals/Refunds:

44. Funds. Normally, traffic moved on DOD-owned or controlled aircraft will be on a credit basis; however, there are instances when reimbursement for travel is by cash. Orders or other supporting documents authorizing cash travel will state travel may be performed at the US Government Department of Defense (DOD) user channel tariffs/US Government non-Department of Defense (non-DOD) user channel tariffs (both of these rates are found at web site <http://public.scott.af.mil/hqamc/fm/rates.htm>). Any station having recurring cash transactions with the same customer will request AMCFSS/FMPDB to place the customer on a credit basis.

44.1. Overages. Credit overages to the receipts of the day and not to the change fund (**Attachment 14**, Example 3). Deposit only overages that cannot be traced to a passenger. Overages that can be identified to the passenger will be returned to and receipted by the traveler.

44.2. Shortages. Any funds found to be short will be charged to the receipts of the day and not the change fund. All shortages will be bracketed on DD Form 1131, **Cash Collection Voucher**, or NAV-COMP Form 2277, and the same account classification used for the deposit will be used for the shortage (**Attachment 14**, Example 2).

44.3. Reoccurring discrepancies. Cases when overages or shortages occur on a regular basis, the change fund custodian will follow procedures outlined in DODFMR 7000.14, Volume 5, *Disbursing Policy and Procedures*.

45. Accounting Procedures. The cash accounting period will be for 24 hours, ending as determined by the passenger service officer in conjunction with the local base finance officer. The passenger service officer in conjunction with the local food service officer will determine the meal accounting period. These accounting periods will be identified in passenger terminal operating instructions. Ensure written procedures are developed IAW AFI 37-160, Volume 1, for collecting, accounting, safeguarding, and depositing all monies collected at operating locations.

45.1. Accounting Citations. Upon receipt from HQ AMC/A8, HQ AMC/A43P will provide the yearly accounting citations via message to all passenger terminals.

46. Cash Drawer Policy. Ensure each passenger counter position has a cash drawer equipped with a lock and key to afford one-stop passenger processing at each position. The inside of the drawer must be capable of accepting a removable money tray with a removable lid that may be locked when it is removed from the drawer and secured. Each cash drawer will have two money trays assigned to permit timely rotation of passenger service personnel. (Example: If there are four counter positions, there must be four cash drawers and eight money trays assigned.) With multiple cash drawers and removable money trays, additional positions may be opened for passenger processing as workload dictates. Local management may use discretion on the number of money trays as long as service is not degraded but a minimum of one money tray per shift is required. When counter positions are not in use, store the excess change funds IAW with procedures in AFI31-101, *Air Force Installation Security Program*, or appropriate service regulations. (Not applicable at commercial gateway operation locations.)

46.1. Ensure all personnel handling funds use AMC Form 305, **Receipt for Transfer of Cash and Vouchers** (see [Attachment 13](#)). AMC Form 305 will be used whenever the transfer of funds is conducted between shifts, individuals, or external agencies, or when other forms of accountability for funds have not been established. Ensure the AMC Form 305 is filed for a period of 90 days to ensure accountability of funds and availability of an audit trail to resolve funds discrepancies (overages and shortages).

46.2. Cash drawers will not be counted in the public terminal area; funds should be accounted for in a designated secure room.

47. Change Fund Custodian. Designate an individual change fund custodian for the terminal complex IAW DFAS-DE 7010.1-R, *General Accounting and Finance Systems at Base Level*, and DODFMR 7000.14, Volume 5. The change fund custodian will follow the appropriate service's accounting/food service regulations, the custodian will:

47.1. Operating Funds. Get operating funds from the servicing Financial Services Office (FSO) as provided in DODFMR 7000.14, Volume 5 and AF Forms 463 from the food service officer as provided for in AFI 34-239, *Food Service Management Program*.

47.2. Preparation of DD Form 1131 (see [Attachment 14](#)):

47.2.1. Prepare DD Form 1131 IAW with DODFMR 7000.14, Volume 5. Verify if traveler previously made payment through the TMF prior to preparing DD Form 1131. Normally the IW/ITO/PTO will collect required funds at time of reservation confirmation for cash reimbursable/circuitous and delay en route travel.

47.2.2. All monies collected by terminal/gateway personnel will be accounted for on DD Form 1131.

48. Deposits. Deposit all funds collected with the nearest military finance or disbursing officer or to a bank account designated by the military finance or disbursing officer.

48.1. Frequency. All funds received will be deposited IAW DODFMR 7000.14, Volume 5

48.2. For monies deposited with an Air Force FSO, prepare DD Form 1131 in four copies. Deliver four copies to the military finance office. One copy will be authenticated by the FSO and returned to the depositor. File the authenticated copy with the supporting documents in passenger service.

48.2.1. For monies deposited with a Navy disbursing office, prepare the NAVCONP Form 2277 or DD Form 1131 in nine copies. Distribution will be the same as in paragraph [48.2.](#), except the Navy disbursing officer retains the original and six copies.

48.3. Money collected for meals, excess baggage, etc., may be made in: US dollars, Certified checks, cashier's checks, bank drafts, Traveler's Checks, US Postal Service money orders or money orders issued by banks or other financial establishments, personal checks drawn on any US bank, or credit cards (if capability exists).

48.4. Do not accept foreign currency.

49. Accepting Personal Checks:

49.1. Payable. Ensure that all checks are made payable to the FSO/NDO (name of station). A locally manufactured stamp will be provided for the passenger. Ensure all checks have the following information:

- 49.1.1. Name.
- 49.1.2. Rank/Grade.
- 49.1.3. Military Organization (for active duty/DOD civilians).
- 49.1.4. Duty Station (for active duty/DOD civilians).
- 49.1.5. Place of Business/Location (for retired/civilians).
- 49.1.6. Home Address (required for all).
- 49.1.7. Duty/Business/Home Phone.

NOTE: SSNs ARE NO LONGER REQUIRED.

49.2. Endorsed. Ensure all checks are endorsed at the time of acceptance with the required information. Procure a locally manufactured stamp. Coordinate with the local FSO/NDO to ensure all required information is on the stamp. See [Attachment 18](#).

50. Dishonored Checks:

50.1. General. Take immediate aggressive action to have a dishonored check redeemed or the deficiency corrected (see samples [Attachment 19](#)). Procedures for processing dishonored checks can be found in AMCI 65-602, paragraph 3.4 and DFAS-DE 7010.2-R, *Commercial Transactions at Base Level (PA)*. Get additional assistance from your local FSO/NDO office.

50.2. Use DD Form 139, **Pay Adjustment Authorization** to produce payment (see [Attachment 20](#)). Consult your local FSO/NDO for additional assistance.

51. In-Flight Meals:

51.1. Authority. Requesting, issuing, handling, and control of in-flight meals will be in accordance with AFI 34-239 and meals on commercial Patriot Express will be in accordance with AMCI 24-201 and as clarified in this volume. The passenger service officer should consolidate the following information and have it available at each processing counter.

51.1.1. Require the unit/user being airlifted to collect money for meals prior to onload during deployment and redeployment phases. The troop commander or designated representative may turn monies over to the PSAs or Inflight Kitchen, along with a listing(s). The listing will contain names of all troops/passengers not on separate rations (group travel status) who are authorized to receive a government meal at no charge. The other listing will contain names of all troops/passengers on separate rations (per diem status or leave) who pay for their meals. Both listings will be certified by the troop commander/responsible individual for the mission.

51.1.2. If the originating station of the SAAM/exercise does not have in-flight kitchen capability and meals are overpacked from another station, the PSAs will annotate the two listings provided by the troop commander/responsible individual for the mission with the following statement: Monies collected at (name of station). Meals overpacked at (name of station). (This information

can be obtained from the loadmaster/boom operator and will be utilized by the change fund custodian when preparing DD Form 1131.)

51.1.3. Forward two listings to the in-flight kitchen attached to AF Form 463, for the business day. In-flight meal collections on PHOENIX BANNER/SILVER/ PRESIDENTIAL SUPPORT missions will be in accordance with AFI 34-239.

52. Type Meals/Period for Meals. The type of meals to be made available for passengers on DOD military aircraft and when these meals will be offered are:

52.1. Offer more than two types of meals; i.e., one frozen, one box when the flight time or routing requires the serving of two meals between stations.

52.2. Passenger service may coordinate with the in-flight kitchen and select two menus to be used. Rotate the menu selected each week, if possible.

52.3. On all military passenger/dual configured missions with ATGL installed, serve frozen/sandwich meals or snack meals.

52.4. On all cargo missions/opportune airlift, offer sandwich meals or snack meals. Frozen meals will not be offered unless pre-coordinated with ATOC and oven capability exists.

52.5. Whenever a KC-10 aircraft is in the code D (75 seat) configuration and more than 12 passengers are selected for the flight, frozen meals shall not be ordered. Only box meals or operation ration meal-ready-to-eat (MRE), in-flight food (IF) packets or meal combat individual (MCI)s will be offered and ordered for the flight.

53. Meals Purchased by Contract Carriers. When flight meals are sold to contract carriers, follow these procedures:

53.1. Make all purchases by cash or contractor checks only. Credit sales are not authorized. The flight kitchen will furnish meal prices.

53.2. Use a separate AF Form 463. Do not mix contractor transactions with normal military in-flight meal requests.

53.2.1. The AF Form 463 will be clearly annotated near the center of the form, Meals Sold to Contract Carrier. In the type flight meal desired column enter type meal ordered. In the reimbursable rate column, enter the appropriate costs (basic plus surcharge). Total meals and total cash columns are self-explanatory.

53.3. Depositing money collected from sales of in-flight meals to contract carriers will be deposited with the accounting and finance officer on a separate DD Form 1131.

53.3.1. Request assistance from the food service officer in completing DD Form 1131 with information pertaining to the meal surcharge collection as outlined in AFI 34-239.

54. Complimentary (TWCF) Snack/Beverage Service. Complimentary snacks/beverages from flight kitchens, paid for by TWCF (see AMCI 65-602, paragraph 6.3.1.4.6) will be provided to all passengers on a no charge basis and are intended to enhance passenger comfort during flight. Complimentary snacks are not to be provided in lieu of a meal. The cost of complimentary snacks is to be limited to a maximum of \$1.25 for each passenger. Complimentary beverages are not included in this limit.

54.1. Provide TWCF snacks for the following:

54.1.1. TWCF scheduled channel military passenger/dual configured/cargo missions.

54.1.2. C-9, C-17 and C-141 aeromedical evacuation flights operating between the CONUS and overseas and within and between overseas areas. (TWCF snacks are provided only for passengers manifest by the terminal. Do not provide snacks for patients).

54.1.3. Non-TWCF aircraft from the Air National Guard/Air Force Reserve when these aircraft are flying TWCF missions.

54.1.4. Any aircraft positioning for a SAAM/depositioning from a SAAM when seats are released for the movement of channel traffic.

54.1.5. Any active SAAM where excess seats are provided to the terminal for movement of passengers. Only those passenger not associated with the SAAM and manifested by the terminal will receive TWCF snacks.

54.2. TWCF snacks are NOT authorized on the following:

54.2.1. The 89 AW flights, Special Airlift Mission (SAM)

54.2.2. Flights within the CONUS.

54.2.3. SAAMs, except as noted in paragraph [54.1.4](#).

54.2.4. Other DOD aircraft providing opportune airlift to the TWCF.

54.3. The following complimentary beverages are authorized on all TWCF channel passenger-carrying missions:

54.3.1. Coffee, (cream, and sugar), tea (hot or ice), milk, carbonated and non-carbonated beverages, and fruit juices.

54.4. On other than TWCF channel missions, the following complimentary beverages are authorized on passenger-carrying missions:

54.4.1. Coffee, (cream, and sugar), tea (hot or ice), milk.

54.4.2. If coffee is required in cans or pouches, sugar and cream must be requested and entered as separate requirements on AF Form 463.

54.5. Responsibility/Planning. The POO/SOO/TR at originating/turnaround stations is responsible for coordinating with the local food service officer/accounting and finance officer to establish procedures for obtaining complimentary snack/beverages and for determining the type and quantity of complimentary snacks/beverages to be served from the originating station and en route stations.

54.5.1. Base complimentary snack requirements on period of flight (morning, afternoon, evening), duration of flight, meal service availability and other local controlling factors.

54.5.2. Major meal items such as sandwiches, soups, or meat are not to be included as complimentary snack items. Examples of complimentary snack items are:

54.5.2.1. Individually packaged peanuts, cookies, pastries, potato chips, corn chips, pretzels, crackers and cheese, candy, canned pudding or fruit cups.

54.5.3. Complimentary snack items not normally stocked and perishable items should be kept to a minimum.

54.6. The number of complimentary snack/beverage requirements for scheduled channel passenger/dual configured missions will tentatively be established based on scheduled passenger loads/seat release. The final number of complimentary snacks/beverages placed on aircraft by originating/en route/turnaround stations are based on actual passenger loads. Adjustment should be made, based on experience of what is normally consumed on previous missions over the same route.

54.7. When en route/turnaround stations do not have complimentary snacks/beverages capability, the last station providing this service will overpack complimentary snacks/beverages for those stations. Base the quantity on the projected passenger load for those stations. Limit these complimentary snacks to creditable turn-in items.

54.8. When beverages and fruit juices are authorized put them onboard in the following quantities:

54.8.1. Missions with in-flight duration of 5 hours or less will carry 12 ounces of carbonate/non-carbonated beverage/fruit juice or a combination of both for each passenger.

54.8.2. Missions with in-flight duration in excess of 5 hours will carry 18 ounces for each passenger.

54.9. Quantities of other complimentary beverages will be as determined by the POO/SOO/TR. Where there is no passenger activity located, this determination will be made by the aircraft commander or representative.

54.10. Procedures for documenting complimentary snacks and beverages are as follows:

54.10.1. Enter the request as a line entry on the same AF Form 463 used for in-flight meals. If required by the local flight kitchen, list TWCF purchases (snacks/beverages) on a separate AF Form 463.

54.10.2. Enter in column "D" the following statement: "Record in TWCF RC/CC XX4231 or XX4232, as appropriate, and use ESP code ET." (Contact the local AMC financial management office for the RC code which will replace the XX.)

54.10.3. At non-AMC bases with an AMC terminal activity, the POO/SOO/TR will ensure the host base budget officer, accounting and finance officer, and food service officer are furnished this instruction and, as an TWCF organization, the AMC unit is designated the billing point.

54.10.4. At bases where a TWCF funding activity is not available, the passenger activity (or aircrew if no passenger activity exists) will identify the appropriate billing address for snacks/beverages required to support TWCF passenger airlift to the local in-flight kitchen. The correct billing address is the accounting/finance office of the aircraft's home station.

54.11. Distribution Control. The aircraft loadmaster/boom operator will:

54.11.1. Offer a choice of complimentary snack/beverage items to all passengers aboard the aircraft.

54.11.2. Ensure all unused items are listed on an AF Form 129, **Tally In-Out**, and turned into the flight kitchen. Where there is an AMC fleet service, they will account for the unused items and turn them into the flight kitchen.

54.11.3. Ensure complimentary snacks/beverages are not consumed by aircrew or ground support personnel. They are provided for passenger consumption only. Stations originating snack and beverage service will provide the loadmaster/boom operator with two blank AF Forms 129 to facilitate turn in of unused items.

55. Overpacked Frozen In-Flight Meal Service for TWCF Channel Missions. When TWCF military scheduled channel passenger/dual configured missions require overpacking of frozen meals, the following procedures will apply:

55.1. Configuration. The ATOC will provide passenger service with the necessary information pertaining to configuration of the aircraft/number of seats available on the mission.

55.1.1. For KC-10 aircraft see paragraph 52.1.1.

55.2. Passenger Service will:

55.2.1. Request the number of meals to be overpacked from the flight kitchen. Base this request on the number of seats available on the mission and flying time.

55.2.2. Coordinate with ATOC/flight kitchen and adjust the meal request, as required, with the experience factor on the number of meals normally consumed on previous missions over the same route.

55.2.3. Enter the overpack request as a line entry on the same AF Form 463 used for other meal requests.

55.2.4. At en route stations when overpacked meals are sold, provide the loadmaster/boom operator with one copy of AF Form 463.

55.3. In-Flight Kitchen Responsibilities:

55.3.1. Originating station/home station of the aircraft will:

55.3.1.1. Provide overpacked frozen flight meals/supplements for the number of passengers requested by passenger service.

55.3.1.2. Ensure all overpacked meals and supplements are inventoried and signed for by fleet service.

55.3.1.3. Pack meals in a suitable container(s) with dry ice in accordance with procedures in AFI 34-239. Seal and mark container(s) with the total number of meals.

55.3.1.4. Give the loadmaster/boom operator sufficient blank copies of AMC Form 305 (see [Attachment 13](#)) in case monies collected have to be turned in to any flight kitchen other than the one at the home station.

55.3.1.5. Provide the loadmaster/boom operator with your message/email address which will be turned into the terminating flight kitchen.

55.3.1.6. Obtain the following from the loadmaster/boom operator, when applicable:

55.3.1.6.1. Cash collected for flight meals. Provide the loadmaster/boom operator with a receipt (AMC Form 305).

55.3.1.6.2. A copy of AF Form 463.

- 55.3.1.6.3. A copy of the AMC Form 305 from the collection station.
- 55.3.1.6.4. All unused overpacked meals/supplements, including any meals which have thawed.
- 55.3.1.6.5. All turn-in receipts (AF Form 129) for unused/condemned meals/receipt for transfer of cash (AMC Form 305), if any meals or monies are turned into an en route flight kitchen/passenger service.
- 55.3.1.6.6. All transfer receipts between loadmaster/boom operators.
- 55.3.1.6.7. A message address of the flight kitchen that issued the overpacked meals.
- 55.3.1.6.8. A statement showing the number of meals confiscated by the Department of Agriculture, if applicable.
- 55.3.1.7. Deposit all monies received from the loadmaster/boom operator with the local FSO and file all support documentation for future audit trail.
- 55.3.2. En Route/Terminating/RON Stations will:
 - 55.3.2.1. Receive all overpacked meals turned in by the loadmaster/boom operator, which are still in a frozen solid state, to be returned for normal issue. Provide a receipt (AF Form 129) to the loadmaster/boom operator to be turned in to the aircraft home station.
 - 55.3.2.2. Receive all overpacked meals turned in by the loadmaster/boom operator which have thawed. Request these meals be inspected by the base environmental health veterinary. Secure a certification of condemnation. Provide the loadmaster/boom operator a receipt (AF Form 129) to be turned in to the aircraft home station. This receipt should show:
 - 55.3.2.2.1. Aircraft number, mission number, aircraft home station, total frozen meals turned in, and total thawed meals turned in.
 - 55.3.2.3. Receive all monies turned in by the loadmaster/boom operator for overpacked meals sold. Provide a receipt (AMC Form 305) to the loadmaster/boom operator to be turned in to the aircraft home station. This receipt should show the following information on the reverse side of the form:
 - 55.3.2.3.1. Aircraft number, mission number, aircraft home station, and station receiving the money.
 - 55.3.2.3.2. Print the name of the flight kitchen representative (signature will appear on the front of the form). The loadmaster/boom operator normally will have blank copies of AMC Form 305 provided by the home station in-flight kitchen. If needed, copies can be obtained from passenger service, the local PDO, or local FSO.
 - 55.3.2.4. Receive a copy of AF Form 463 for meals sold at en route station.
 - 55.3.2.5. Receive the message address of the originating in-flight kitchen from the loadmaster/boom operator.
 - 55.3.2.6. Forward a message to the originating station confirming the receipt of monies and overpacked meals turned in.
 - 55.3.2.7. Deposit all monies received from the loadmaster/boom operator with the local FSO. DD Form 1131 should contain the following statement: "Monies collected at (name of station).

Meals overpacked at (name of station)." File all support documentation for future audit trail.

55.4. Loadmaster/boom operator duties:

55.4.1. Originating station/home station of the aircraft:

55.4.1.1. Sign for all overpacked flight meals and supplements delivered to the aircraft by fleet service. These meals will already be inventoried by fleet service and containers sealed and marked showing the total number of meals. Container(s) will not be opened again for inventory.

55.4.1.2. Obtain sufficient blank copies of AMC Form 305 from the flight kitchen.

55.4.1.3. Obtain the message address of the flight kitchen that issued overpacked meals.

55.4.2. En route/turnaround station:

55.4.2.1. Contact passenger service.

55.4.2.2. Count cash/checks to be transferred.

55.4.2.3. Sign AMC Form 305.

55.4.2.4. Receive an envelope with the cash collection/one copy of AF Form 463 and duplicate copy of AMC Form 305.

55.4.3. Terminating Station/RON Station/Home Station of the Aircraft: Turn in to the flight kitchen those items listed in paragraph 54.5.4, when applicable. Where a crew change occurs and meals/monies are transferred from the inbound loadmaster/boom operator to the outbound loadmaster/boom operator, all meal/monies will be listed on a receipt and signed for by the outbound loadmaster/boom operator. The inbound loadmaster/boom operator will retain the signed receipt as proof of meals/monies transfer.

55.5. Procedures for selling/collecting for overpacked flight meals:

55.5.1. Air Force/Navy-operated terminals:

55.5.1.1. At stations having an Air Force accounting and finance office (FSO)/Navy disbursing office (NDO), the PSAs at originating/en route/turnaround stations where meals are not available will:

55.5.1.1.1. Annotate the file copy of the passenger manifest with the following information: "Meals overpacked at (name of station). "This information can be obtained from the loadmaster/boom operator and will be used by the change fund custodian when preparing DD Form 1131.

55.5.1.1.2. Deposit all monies collected for in-flight meals with the local FSO/NDO. Prepare DD Form 1131 in six copies or NAVCOMP Form 2277 in nine copies and include the following statement: "Monies collected at (name of station), Meals overpacked at (name of station)." Deliver all copies of DD Form 1131 to the local FSO/NDO where two copies will be authenticated, one will be retained as the passenger service file copy and the second will be sent to the food services office of the station having provided overpacked meals.

55.5.1.2. Stations without an FSO/NDO. The PSAs at originating/en route/turnaround stations where in-flight meals are not available will:

55.5.1.2.1. Count cash/checks and verify total collections against total receipts.

55.5.1.2.2. Complete AMC Form 305 in two copies. Enter the amount of cash/checks to be transferred. Have the loadmaster/boom operator sign AMC Form 305 accepting responsibility for the cash/checks.

55.5.1.2.3. Include at the bottom of each originating manifest: paid meals, no charge meals and the number of meals required for passengers on this manifest.

55.5.1.2.4. Place the cash collection, a copy of AF Form 463, and a duplicate copy of AMC Form 305 in an envelope. Turn it over to the loadmaster/boom operator to be turned in to the in-flight kitchen at the terminating/en route RON station.

55.5.1.2.5. Provide a copy of the manifest with "FREE/PAID/NONE" annotated as appropriate by each name on the manifest.

55.5.1.2.6. Attach the original copy of AMC Form 305 to cash collection receipts (AMC Form 148) and file the complete package in passenger service.

55.6. Storage of Unused Overpacked Meals Offshore. In order to avoid the destruction of flight meals due to United States Department of Agriculture (USDA) requirements, the overpacking station will develop written procedures for storing, controlling, and accounting for unused, overpacked in-flight meals offshore.

56. Overpacked In-Flight Meal Service for SAAMS/Exercise Missions. When overpacked meals are required, the following procedures will apply:

56.1. HQ AMC TACC/XOOOS will put guidance in the original SAAM set-up message, and will ensure the unit/user is informed of the information.

56.2. AMC Terminals will require the unit/user being airlifted to collect for meals prior to onload. The user will turn monies over to the loadmaster/boom operator along with listing(s). One listing will contain names of all troops/passengers not on separate rations (group travel status) who are authorized to receive a government meal at no charge. The other listing will contain names of all troops/passengers on separate rations (per diem or leave) paying for their meal. Both listings will be certified by the troop commander/responsible individual for the mission.

56.3. Flight Kitchen Responsibilities:

56.3.1. Originating station/home station of the aircraft will:

56.3.1.1. Provide overpacked frozen meals and supplements for the number of troops/passengers listed by the operating directive/operation order for SAAMs/exercises.

56.3.1.2. Comply with paragraphs 55.3.1.2. through 55.3.1.-55.3.1.6.8..

56.3.1.3. Receive listing(s) from the loadmaster/boom operator, one for troops/passengers not on separate rations (group travel status) who are authorized to receive a government meal at no charge, another for troops/passengers on separate rations paying (per their status or leave) for their meal.

56.3.2. En route/terminating/RON stations will comply with paragraphs 55.3.2.1. through 55.3.2.7.

56.4. Loadmaster/Boom Operator Duties:

56.4.1. Originating station/home station of the aircraft:

56.4.1.1. Contact passenger service/in-flight kitchen to inquire about overpacked in-flight meals.

56.4.1.2. Comply with paragraph 55.3.2.3.1. through 55.3.2.3.5.

56.4.2. Onload stations (pick-up point of SAAM/exercise):

56.4.2.1. Contact the troop commander for the mission.

56.4.2.2. Request listing(s) and monies collected for in-flight meals.

56.4.2.3. Ensure monies agree with the number of passengers paying for their meals.

56.4.2.4. Transport the monies received and the listing(s), and turn them in to the in-flight kitchen at the en route/RON/terminating station.

56.4.2.5. Issue a receipt (AMC Form 305) to the troop commander for the mission relieving that person of the responsibility for the monies collected.

56.4.3. En route/terminating station:

56.4.3.1. Turn in all monies and listings received for in-flight meals and all overpacked meals and supplements not used including thawed/spoiled meals, and the message address of the originating in-flight kitchen. Obtain a receipt for all items turned in to an en route station.

56.4.3.2. In the event an in-flight kitchen of another command refuses to accept monies/meals for turn in, report the name/rank of the in-flight kitchen representative, date, time of incident, and location of the in-flight kitchen through channels to HQ AMC/SVXF. In this case, the loadmaster/boom operator will retain the monies/meals and turn them in to the next available in-flight kitchen.

57. In-Flight Meal Schedule/Complimentary Snack/Beverage Service:

57.1. PSAs and aircraft loadmaster/boom operators will use the following information as a guide to determine when flight meals are to be offered/charged to passengers on DOD aircraft and when complimentary snacks/beverages (paid by the TWCF) are to be served to passengers.

57.1.1. Inflight/Snack meals may be offered at any time.

57.1.2. Complimentary beverages are served regardless of segment duration.

57.2. Segments in excess of 7 hours require two meals be offered. Serve frozen meals if oven (ATGL) exists. Complimentary snacks/beverages will be served.

57.2.1. Aircraft with an ATGL, order two frozen meals (order two different meals; i.e., steak and turkey).

57.2.2. Take care not to serve the same menu in succession; i.e., two breakfasts or two turkey dinners.

57.2.3. Aircraft without an ATGL, order one sandwich meal and one MRE, IF packet, or MCI.

57.3. If a mission delays at originating, en route, or turnaround stations under 3 hours, use the original meal scheduled on departure.

57.4. Advise travelers of the availability of ground feeding during the delay period.

57.5. Beverages: Coffee, tea, milk, and non-carbonated beverages will be available to passengers throughout each segment of each mission.

57.6. When an unusual flight schedule precludes meeting the above requirements, appropriate deviations may be approved by the POO/SOO/TR.

58. In-flight meal/snack meal charges:

58.1. All TDY personnel (officer/enlisted) receive Basic Allowance for Subsistence (BAS) except while in a "group travel status." Group travel status will be indicated in the remarks section of the TDY order. Personnel in a group travel status should be provided meals without charge. When TDY personnel are receiving per diem, meals are the traveler's responsibility and all meals should be paid for.

58.2. All enlisted PCS personnel are automatically taken off separate rations once they depart their losing organization. Enlisted PCS passengers who order a meal will receive it at no charge; however, they will be charged for snack meal.

58.3. If an enlisted person is traveling in a pass status and orders a meal; he/she is authorized to receive a government meal at no charge providing the individual has a meal card in his/her possession. If he/she orders a snack meal, they will be charged.

58.4. The following information applies to crewmembers as well as passengers of all services:

TYPE OF TRAVELER	CHARGE FOR MEAL	CHARGE FOR SNACK MEAL
Officers PCS/TDY/Leave	YES	YES
Enlisted PCS/TDY/Leave	YES	YES
Officer, Enlisted TDY (Group Travel Status)	NO	NO
Enlisted on Pass Receiving Separate Rations (BAS)	YES	YES
Enlisted on Pass not on Separate Rations (BAS)	NO	NO
Dependents	YES	YES
Civilians/Foreign Nationals/Retired	YES	YES

59. Refunds:

59.1. Refund Certificate. Before a refund can be made, the passenger service officer or designated representative will:

59.1.1. Complete the refund certificate on the passenger's copy of the AMC boarding pass/ticket.

59.1.2. Give reason for refund and include any pertinent information: i.e., flight canceled. Refund \$_____ (meals), \$_____ passenger bumped off flight. Passenger changed from military to Patriot Express; refund \$_____ (meals).

59.1.3. Have the passenger sign the certificate and surrender it for a refund.

59.1.4. Have the passenger sign the reverse side of AF Form 463, in addition to the refund certificate, when the refund is for meals. Complete the reason for the refund block on AF Form 463.

59.1.5. Sign the refund certificate approving the refund.

59.2. Refunds cannot be made out of the change fund. Use the business day's transportation receipts already set up at the register. If sufficient funds are not available from business day's receipts reference paragraph [59.6](#) for refund instructions.

59.3. Transportation Refunds. Collection of transportation costs; i.e., cash reimbursable, and household pets is deposited to the appropriate account at the FSO. Refunds for transportation transactions may be made only from the business day's transportation receipts.

59.3.1. Transportation refunds may be made when the daily transportation receipts are sufficient and have not been deposited for the business day.

59.3.2. Refunds for reimbursable Space-Required travel collected by passenger service may be made when the following situation occurs:

59.3.2.1. If travel is canceled after the passenger is processed.

59.3.2.1.1. Passenger will surrender his/her copy of the AMC boarding pass to passenger service.

59.3.2.1.2. Passenger service will pull the station copy of the AMC boarding pass and match it to the passenger's copy.

59.3.2.1.3. Refunds will not be made at local level to individuals canceling their travel at a location other than the location where the money was collected.

59.4. Meal Refunds. Collection for meals is deposited to the appropriate account at the FSO. Refunds for meals can be made only from the business day's receipts.

59.4.1. Passengers/aircrew members are entitled to cash refunds for meals purchased. Refunds may be made in accordance with AFI 34-239 for unopened meals that must be returned through no fault of the individual.

59.4.2. Arbitrary cancellation of meal order in flight is not permitted.

59.4.3. Refunds of the amount paid may be made at the originating/terminating station passenger terminal facility, any in-flight kitchen/US Air Force dining facility, or Air Force accounting and finance office.

59.4.4. Each refund of the price paid for a meal will be treated as a separate transaction on AF Form 463.

59.4.5. A crewmember must sign the reverse side of AF Form 463 for refunds associated with crew meal orders.

59.5. After the refund for transportation or meal has been made, the passenger-processing agent will turn in the refund certificate to the shift supervisor for filing with all other supporting documents.

59.6. Standard Form 1049, **Public Voucher for Refunds**, (see [Attachment 16](#)). When the refund, transportation, or in-flight meal cannot be made from the business day's receipts, the following procedures apply:

59.6.1. The passenger service officer or their designated representative will prepare a Standard Form (SF) 1049. Complete the following blocks on the form:

59.6.1.1. Voucher Prepared: Name of the base making the refund and date.

59.6.1.2. US Department the FSO/NDO is under: (i.e., Department of the Air Force, Department of the Navy, Department of the Army).

59.6.1.3. To Address: Proper mailing address of the individual receiving the refund if payment is to be made by check.

59.6.1.4. Articles or Services: Give reason for refund. Include collection voucher number, date of deposit, name of passenger, station where money was deposited for transportation, meals, etc., if applicable.

59.6.1.5. Amount Deposited/Balance Due Depositor: Self-explanatory.

59.6.1.6. Complete statement at bottom of the form.

59.6.1.7. Signature on Form: Passenger service officer/designated representative signs all copies.

59.6.1.8. Title: Self-explanatory.

59.6.2. The original and three copies will be forwarded to the local FSO/Navy disbursing officer for payment to the traveler. The SF 1049 will serve as authority for the refund.

59.6.3. The fifth copy will be retained as the station file copy. Attach all supporting documents.

59.6.4. The person preparing SF 1049 will ensure a proper mailing address is on the form if payment is to be made by check.

59.6.5. The refund will be made from the same accounting classification used for collections/deposits.

Section G—Miscellaneous.

60. Metal Detecting and X-ray Equipment:

60.1. HQ AMC/LGTV will monitor the operation and maintenance of all metal detecting and x-ray equipment. The passenger service officer is responsible for general upkeep and routine servicing of the metal detecting equipment in accordance with the operating manual. If the local Precision Measurement Equipment Laboratory (PMEL) is unable to maintain the X-ray equipment, use contract maintenance. Each unit assigned an x-ray machine will maintain a copy of the prescribed operator's manual.

60.2. Passenger service/Terminal Contract Security personnel will operate metal detecting devices and X-ray equipment. Personnel will not be assigned/operate the x-ray equipment longer than pre-

scribed by local Bioenvironmental Officer. Personnel selected to operate/adjust metal detecting and x-ray equipment must receive operating procedure training before achieving fully qualified status.

60.3. Individuals certified to operate and/or adjust the equipment will have an AF Form 1098, **Special Task Certification and Recurring Training**, prepared and placed in their AF Form 623, **On-The-Job Training Record**, in accordance with AFI 36-2201, *Developing, Managing, and Conducting Training*. Notify HQ AMC/LGTV for training assistance.

60.4. Prepare directives in accordance with AFI 37-160, Volume 1, outlining unit training procedures for each type of metal detecting or x-ray equipment assigned.

60.5. Qualified operators must be available during passenger terminal operating hours.

60.6. Metal detector adjustment test:

60.6.1. Calibrate all magnetometers in accordance with manufacturers instructions. Test the device at least weekly. Record the date/time and whether the machine operated satisfactorily. Maintain this record for at least 30 days.

60.6.2. Magnetometer may be turned off when not in use; however, when reactivating, allow any needed warm-up period IAW the manufactures instruction to prevent erratic sensitivity readings.

61. Radiation Protection Requirements:

61.1. Each passenger service OIC/NCOIC will request the local bioenvironmental engineering service accomplish an evaluation on their x-ray machine. Based on the results of the evaluation, requirement for the use of Thermal Luminescent Devices (TLD) by x-ray machine operators is left to the discretion of the radiation protection officer (RPO) of the local medical facility.

61.2. Store TLDs when not in use. The bioenvironmental engineering service of the local medical facility must approve the storage area.

61.3. An on-site check by the bioenvironmental engineering service is required on all newly installed x-ray machines or when existing machines have been relocated within terminal. This check must include measurement of radiation scatter or leaks.

61.4. Brief each female assigned as an x-ray machine operator that an unborn child is particularly sensitive to adverse effects from exposure to ionizing radiation. Record this briefing on AF Form 1098 or AF Form 55, **Employee Safety and Health Record** and place it in her AF Form 623 in accordance with AFI 36-2201. Immediately remove from x-ray duty any female who suspects she is pregnant. A suspected pregnancy must be evaluated immediately by a competent medical authority and, if confirmed, the individual and her working environment must be evaluated by the base Radiation Protection Officer (usually located in the bioenvironmental engineering section of the base medical facility) to see if she can continue as an x-ray operator. The passenger service OIC/superintendent will temporarily remove a confirmed pregnant female from x-ray duty as recommended by the medical authority's evaluation.

62. Civilian/Local National Employees. Civilian/local national employees who work in the passenger terminal are often not readily identifiable by their duty "uniform". Accordingly, it is difficult to discern these individuals from passengers or others who may visit the passenger terminal. These employees will be required to wear clothing and/or badges to ensure their status can be readily determined.

63. Cooperative Airlift Agreements (CAAs):

63.1. The Royal Australia Air Force, Canadian Air Force, Royal New Zealand Air Force, Royal Air Force (United Kingdom), and AMC move traffic for each other under these agreements. Travel by implementation of a CAA is on a space required reimbursable basis. PSA must ensure the accurate CIC is reported.

63.2. Traffic on AMC Aircraft. When contacted by personnel from one of the cooperative airlift agreement countries listed above, they are to contact HQ AMC/TACC/XOG for the countries' validator. All foreign movement requests are to be submitted to XOG by the validator. Movement of foreign military cargo or passengers on DOD military aircraft will not be carried out without the approval of the validator, and receipt of the appropriate CIC. PSAs will ensure all AMC standards are met and CIC are identified for billing purposes. Travel priority will be 4 PT.

63.3. Travel on Foreign Aircraft. All requests for movement of DOD military cargo or passengers, on foreign airlift should be referred to HQ AMC TACC/XOG for approval. XOG will coordinate the requirement with the respective country validator and provide the CIC for billing purposes. Travel will be 4 PT.

63.4. CAA passengers are granted authority to travel by message. Messages should contain NAME, GRADE, PASSENGER RESERVATIONS, CHANNEL, TRAVEL PURPOSE, PRIORITY, PASSPORT NUMBER, and CIC. Travel priority will be 4 PT. The CIC will be constructed as follows:

Royal Australia Air Force	4AAF000000000000
Canada Air Force	4CAF000000000000
Royal Air Force (United Kingdom)	4RAF000000000000
Royal New Zealand Air Force	4RNF000000000000

63.5. Requests submitted directly to HQ AMC/TACC for action with information copies to all interested activities, including AMCFSS/FMPDB.

63.6. CAA passengers should have a copy of the message confirming movement on authorized missions. In the event a passenger does not possess this message, authorization to travel must be verified through HQ AMC TACC/XOG prior to movement.

64. Calibration of baggage scales. Terminals shall ensure baggage scales are calibrated and certified using the appropriate calibration authority and interval IAW T.O. 00-20-14.

65. Forms Prescribed. AMC Form 22, **Passenger Survey Program**, AMC Form 53, **Application for Air Travel**, AMC Form 76, **Passenger Travel Information (AMC-GRAM)**, AMC Form 79, **Passenger Information**, AMC Form 103, **C-5 Seating Chart**, AMC Form 108, **Passenger Rehandled Workload**, AMC Form 140, **Space-Available Travel Request**, AMC Form 148 series, **AMC Board Pass/Ticket/Receipt**, AMC Form 162, **Inflight Meal Supplement Worksheet**, AMC Form 229, **Passenger Service Flight Folder**, AMC Form 253, **Air Passenger Comments**, AMC Form 305, **Receipt for Transfer of Cash and Vouchers**, AMC Form 1004, **Unaccompanied Minor Passenger**, and AMC Form 1016, **Dependent Flight Information**.

66. Customer Convenience Improvement Program (Terminal X). The Terminal X Program is a combined effort between HQ AMC and AMC bases. The goal is to provide first class "warrior conveniences" to DOD personnel and their families by providing services and amenities comparable to commercial airports. The primary goal of each terminal should be to ensure America's warfighters are treated with honor as they transit through the passenger terminal. The list in [Attachment 24](#) provides AMC minimum standards for large and small passenger terminals.

JEFFREY W. ACKERSON, Colonel, USAF
Deputy Director of Logistics

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

DOD 4500.54-G, *DOD Foreign Clearance Guide*

DOD 4515.13-R, *Air Transportation Eligibility*

DOD 4500.9-R, Parts 1, 3, 5, *Defense Transportation Regulation*

JTR Volume I and II, *Joint Travel Regulation*

DFAS-DE 7010.1-R, *General Accounting and Finance Systems at Base Level*

DFAS-DE 7010.2-R, *Commercial Transactions at Base Level*

DFAS-DE 7073.1-R, *Defense Joint Military Pay System-Active Component FSO Procedures*

AFMAN 37-139, *Records Disposition Schedule*

AFJI 24-107, *Policies and Procedures for Obtaining Passenger Reservations for DOD International Air Travel*

AFI 37-138, *Records Disposition-Procedures and Responsibilities*

AMCI 24-101, Volumes 1, 2, 6, 9,10, 11, 14,and 15, *Military Airlift*

AMCI 65-602, *Transportation Working Capital Fund (TWCF) Budget Operations, Concepts and Accounts*

AMC Tariff Rate Guide, https://www.amcfm.scott.af.mil/FM_FMBT.cfm

AMC Channel Sequence Listing, <https://tacc.scott.af.mil/directorates/xog/docs/sequencelisting.pdf>

GATES Software Users' Manual, <https://gates.scott.af.mil/Projects/Gates2/Products/Products.htm>

Terms

Travel Information Manual (TIM).—Each passenger terminal maintaining a DOD Foreign Clearance Guide (FCG) for the purpose of performing border clearance can obtain this publication by contacting the local base library. The base library will order the publication in accordance with AFI 34-113. The pertinent information necessary for ordering is as follows: Name: (T.I.M.) Travel Information Manual; Subscriptions Dept., P.O. Box 902, 2130 EA Hoofddorp, The Netherlands

Attachment 2**AMC FORM 53, APPLICATION FOR AIR TRAVEL, INSTRUCTIONS****A2.1. An AMC Form 53, when required, will be prepared as follows:**

	ENTRY DESCRIPTION
1. PASSENGER NAME	Enter last name, first and middle initial of passenger. Positions 1-13.
2. GRADE	Enter code to indicate the military passenger. Positions 14-16.
3. SEATS RQR	Enter the total number of seats required. Positions 17-19.
4. SPC	When completing AMC Form 53 for space available passengers and request contains passenger(s) who fall within categories listed below, code as indicated; otherwise, leave blank. Position 20. A. Civilian (including retirees/dependants are not otherwise described) B. Civilian or military dependents who are close <u>blood/affinitive relatives</u> C. Military married to military H. Foreign national.
5. TVL ELIG	Leave blank. Position 21
6. ORIGIN	Enter the three-character APOE code for the station. Positions 23-25.
7. DEST	When the movement channel has been determined, enter the code of the AMC APOD to which service will be provided. Positions 26-28.
S. PRI	Enter the travel priority of the passenger. Position 29.
9. TYPE TVL	Enter the type of travel code. Positions 30-31.
10. SPON SVC	Enter codes for the branch of service and command sponsoring the travel. Positions 32-33.
11. MOVEMENT MONTH	Enter the month in which movement takes place. Examples: Feb-02, Nov-11. Positions 34-35.
12. FLIGHT INFORMATION PREFIX NUMBER SUFFIX	When the passenger is selected for movement. Enter the flight prefix. Positions 36-38. Enter the flight number. Positions 39-42. Leave blank if no suffix Position 43.
13. SCHEDULED DEPARTURE TIME	Enter local time for flight expressed by 24-hour clock. Positions 44-47.

14. CAT SVC Enter the category of service code for the flight in accordance with [Attachment 4](#), this chapter.
15. LEAVE/PASS EXPIRATION This field is used to denote one of the following dates (Julian date). Positions 49-51 a. Leave/pass expiration date. b. Space available register purge date.
16. FLT DEP DATE Enter the GMT Julian date of the departing flight. Positions 52-54.
17. GROUP IDENTIFICATION (for space available passengers) Enter the group identification code to identify the applicable space available register on which the passenger will be listed. Position 55
18. SPACE AVAILABLE CONTROL NUMBER Enter the special account handling code ([Attachment 4](#)). Position 56. Date: Enter the Julian date of sign up on the register. Positions 57-59. Time: Enter the local time of signup on the register, using the 24-hour clock. Position 60-63.
19. SPACE AVAILABLE TRAVEL DESTINATIONS REQUESTED Enter up to four countries and the -ALL- option. Positions 64-78.
20. TYPE TRANSACTION Enter the type of transaction code ([Attachment 4](#)). Position 80.
21. MANIFEST LINE NO When passengers are selected for movement, enter the boarding manifest sequential line number assigned to each passenger. The same number will also be assigned to the passenger's boarding pass number. Line numbers need not be sequential to accommodate add-on duty and space available travelers. For example, line numbers may be 200 for booked passengers, 503 overbooked, 601 portbooked 706 space available, etc.
22. FLIGHT CODE NA
23. PASSENGER WEIGHT Enter the body weight of the passenger when required.
24. BAGGAGE WEIGHT Enter total pieces/weight of baggage for this passenger.
25. PETS Enter the total weight and number of pets, if applicable
26. LEAVE/PASS Enter date leave/pass starts.
27. SSAN Enter without using any prefix or suffix. For those passengers who do not have a SSAN, other unique, identifiers, that is, passport number, may be used.
28. ATA NUMBER Enter the complete ATA number of space required (DBOF-T only) passengers
29. CUSTOMER IDENTIFICATION CODE For space required (DBOF-T only) movement: Enter the customer identification code (CIC).

ACCOMPANYING PASSENGERS

30. LINE NUMBER Enter the boarding manifest line number assigned to this accompanying passenger. This same number will also be assigned as the passenger's boarding pass number.
31. NAME Enter the last name, first name, and middle initial for the accompanying passenger
32. SPC Enter the special passenger code for dependent (see Item 4).
33. RELATIONSHIP Leave blank.
34. TYPE TVL Enter the type of travel code for this passenger ([Attachment 4](#)).
35. PAX ID For accompanied passengers, enter a unique number as a means of positive identification. Use the SSAN, if available. Otherwise, the visa and passport number or ID card number (DD Form 1173) may be substituted
36. PAX WT Passenger weight
37. BAG WT Enter total baggage pieces weight for this passenger.
38. AGE Enter the age of accompanying dependents, except spouse.
39. SIGNATURE BORDER Initialed by the preborder clearance representative. When preborder clearance is accomplished, the passenger is eligible for space available travel and is determined to be "travel ready." Signed by the passenger service processing agent when processing for a flight
40. SPACE AVAILABLE CERTIFICATION/DATE Each space available passenger must sign this certification before she/he can be placed on the space available register.

Attachment 3**AMC FORM 53, APPLICATION FOR AIR TRAVEL (PETS) INSTRUCTIONS**

A3.1. An AMC Form 53, when required, will be prepared as follows:

ENTRY DESCRIPTION

1. Passenger name	Enter the last name, first name, and middle initial of passenger shipping the pet Position 1-13.
2. Grade/Title	Enter "pet"
3. Seats required	Enter zero.
4. SPC	Leave blank.
5. Travel eligibility	Leave blank
6. Origin	Enter the three-letter APOE code for the action. Positions 23-25.
7. Destination	Enter the three-letter APOD code for the destination station. Positions 26-28.
8. Priority	Enter travel priority of the passenger. Position 29
9. Type Travel	Enter the type travel code. Positions 30-31.
10. Spon SVC	Enter codes for the branch of service and command sponsoring the travel. Positions 32-33
11. Movement month	Enter the month in which movement takes place. Examples: Feb-02, Nov-11. Positions 34-35.
12. Flight information	When the pet is moved.
Prefix	Enter flight prefix Positions 36-38.
Number	Enter flight number. Positions 39-42.
Suffix	Leave blank if no suffix. Position 43.
13. Scheduled Departure	Enter the local departure time for flight expressed by 24-hour clock. Positions 44-47.
14. Cat SVC	Category of service.
15. Leave/pass expiration date	Leave blank
16. Flight departure date	Enter the GMT Julian date of the departing flight. Positions 52-54.
17. Group Identification	Leave blank.
18. Space available control number	Leave blank
19. Space available travel destination requested	Leave blank.
20. Type transaction	Leave blank.
21. Manifest line number	Enter the manifest line number starting with 001 for the first pet shipped
22. Flight code	Enter the two-character flight code (SPRACS stations only).

23. Passenger weight	Leave blank.
24. Baggage weight	Leave blank
25. Pets	Enter the total number and weight of pets, including cage.
26. Leave/pass	Leave blank.
27. SSAN	Leave blank.
28. ATA number	Enter total tariff collected.
29. CIC	Leave blank.
30. Line number	Leave blank.
31. Name	Leave blank.
32. SPC	Leave blank
33. Relationship	Leave blank
34. Type tvl	Leave blank
35. Pax ID	Leave blank.
36. Pax wt	Leave blank
37. Bag wt	Leave blank.
38. Age	Leave blank
39. Signature border clearance representative	Passenger agents sign this block indicating all pet documentation is available and complete.
40. Space available passenger's certification/date	Leave blank.

Attachment 4**GLOSSARY OF CODES**

- I. Category Service Provided Codes
- II. Type Standby/PRC Cancellation Codes
- III. Grade/Title Codes
- IV. Special Passenger Category Codes
- V. Account Handling Codes
- VI. Transportation Priority Codes
- VII. Type Travel Codes
- VIII. Sponsor Service Codes
- IX. DV Codes
- X. Type/Series Codes

I CATEGORY SERVICE PROVIDED

CODE	CATEGORY SERVICE
A	Category A
B	Category B, Patriot Express
C	Regular/standard fare/CONUS commercial service (US flag carrier)
D	CONUS courier flight; regular scheduled commercial service
E	Aero medical evacuation aircraft
F	Regular/standard fare international commercial service (US flag carrier)
G	Regular/standard fare commercial service (foreign flag carrier)
H	CONUS courier flight; commercial contract carrier aircraft
I	Not used
J	CONUS courier flight; military aircraft
K	Not used
L	AMC military (cargo)
M	AMC military (passenger or passenger/cargo) (programmed capability)
N	Air National Guard aircraft
O	Not used
P	AMC military (passenger or passenger/cargo) (un-programmed capability)
Q	Not used
R	Air Force, Reserve aircraft
S	Special Assignments Airlift Mission (SAAM) aircraft
T	Not used
U	Unscheduled non-DBOF-T (opportune) passenger or cargo aircraft

V Not used
W Travel cancellation

II. TYPE STANDBY/PRC CANCELLATION CODES
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A4.1. Use these codes to indicate the:

A4.1.1. "Type standby" classification of a duty standby passenger and/or:

A4.1.2. Reason a passenger's name was removed from the premanifest for a flight and/or:

A4.1.3. GATES stations will enter the appropriate code in the "RSN CODE" data field or the "TYPESTNDBY" data field as appropriate.

CODE	TITLE	EXPLANATION
A	Duplicate Booking	Passenger has a duplicate booking; use this code to cancel one of their bookings.
E	Early Arrival	Personnel reporting to the APOE in advance of the reporting time designated in the travel order and who are accepted for movement on the first available aircraft.
F	Premanifest cancellation (by requesting activity or passenger	Indicated cancellation request by a requesting activity or passenger received by PRC after the premanifest was forwarded to the reservation/passenger service check-in counter, and before flight close out time.
N	No-Show Passenger	A passenger, listed on the premanifest, who failed to report for a scheduled departure.
P	Passport Hold	Passenger delayed as a result of passport or visa irregularities.
W	Walk-in	A passenger traveling on a space required basis who arrives at the terminal without a confirmed reservation.
X	Flight	Passengers who reported for commercial movement on a scheduled flight which includes passengers on flights, which due to weather etc., were required to divert from the APOE.

III. GRADE AND TITLE CODES

ARMY

General

GEN

Lieutenant General	LTG
Major General	MG
Brigadier General	BG
Colonel	COL
Lieutenant Colonel	LTC
Major	MAJ
Captain	CPT
1st Lieutenant	1LT
2nd Lieutenant	2LT
Cadet	CDT
Officer Cadet	OC
Chief Warrant	CW5
Master Warrant Officer	MW4
Warrant Officer I	CW1
Warrant Officer Cadet	WOC
Command Sergeant Major	CSM
Sergeant Major	SGM
1st Sergeant	1SG
Master Sergeant	MSG
Sergeant First Class	SFC
Platoon Sergeant	PSG
Staff Sergeant	SSG
Sergeant	SGT
Specialist	SPC
Corporal	CPL
Private First Class	PFC
Private	PV2
Private	PV1
NAVY/COAST GUARD	
Admiral	ADM
Vice Admiral	VAD
Rear Admiral (Upper Half)	RAD
Rear Admiral (Lower Half)	RAD
Captain	CPN
Commander	CDR
Lt Commander	LCD

Lieutenant	LT
Lieutenant JG	LJG
Ensign	ENS
Midshipman	MID
Warrant Office 1	CW1
Master Chief Petty Officer	CPM
Chief Warrant Officer	WO4, OW3, WO2
Senior Chief Petty Officer	CPS
Chief Petty Officer	CPO
Petty Officer First Class	PO1
Petty Officer Second Class	P02
Petty Officer Third Class	P03
Seaman, Fireman, Airman	SN, FN, AN
Apprentice	SA
Recruit	SR

AIR FORCE

General	GEN
Lieutenant General	LTG
Major General	MG
Brigadier General	BG
Colonel	COL
Lieutenant Colonel	LTC
Major	MAJ
Captain	CPT
1st Lieutenant	1LT
2nd Lieutenant	2LT
Flight Officer	FOI
Chief Master Sergeant	CMS
Senior Master Sergeant	SMS
Master Sergeant	MSG
Technical Sergeant	TSG
Staff Sergeant	SSG
Senior Airman	SRA
Airman 1st Class	A1C
Airman	AMN
Airman Basic	AMB

Aviation Cadet	AVC
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Air Force Academy

Cadets	AFC
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OSI Agents	OSI
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MARINE CORPS

General	GEN
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Lieutenant General	LTG
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Major General	MG
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Brigadier General	BG
-------------------	----

Colonel	COL
---------	-----

Lieutenant Colonel	LTC
--------------------	-----

Major	MAJ
-------	-----

Captain	CPT
---------	-----

1st Lieutenant	1LT
----------------	-----

2nd Lieutenant	2LT
----------------	-----

Warrant Officer 1	CW1
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Sergeant Major	SMG
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Master Gunnery Sergeant	MGS
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1st Sergeant	1SG
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Master Sergeant	MSG
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Gunnery Sergeant	GST
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Staff Sergeant	SSG
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Sergeant	SGT
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Corporal	CPL
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Lance Corporal	LCP
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Private First Class	PFC
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Private	PVT
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DOD CIVILIAN EMPLOYEES

SES-1	ES1
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SES-2	ES2
-------	-----

SES-3	ES3
-------	-----

SES-4	ES4
-------	-----

SES-5	ES5
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SES-6	ES6
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GS-15	15
-------	----

GS-14	14
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GS-13	13
GS-12	12
GS-11	11
GS-10	10
GS-9	09
GS-8	08
GS-7	07
GS-6	06
GS-5	05
GS-4	04
GS-3	03
GS-2	02
GS-1	01

Wage Board Employees WB

OTHER

Mister	1
Miss	2
Madame	3
Foreign Indigenous	F

DEPENDENTS

Dependent of DOD Civilians	CVD
Officer Dependents	OFD
Enlisted Dependents	END

INFANTS

Officer Infant	OIF
Enlisted Infant	EIF
Civilian Infant	CIF
Foreign National Infant	FIF

Foreign National Military

Enlisted (Equivalent to US grades E-1 thru E-3)	FEN
Enlisted (Equivalent to US grades E-4 thru E-9)	FNC
Warrant Officer All	FWO
Officer (Equivalent to US grades 0-1 thru 0-5)	FCO
Officer (Equivalent to US grades 0-6 and above)	FCD

IV. SPECIAL PASSENGER CATEGORY CODES

CODES EXPLANATION

A	Civilian (including retiree) and/or dependants (not otherwise described)
B	The request contains space available passenger(s) who are traveling on a space reimbursable status
C	Military husband traveling with military wife
H	Foreign National.
J	School Teacher.
K	School Key Official.
L	Differently Abled
M	Active duty member traveling PCS to retirement point.
N	Active duty member traveling PCS to separation point
P	Prisoner.
Q	Support personnel traveling as passengers, who must remain with the aircraft
R	Armed escort(s) accompanying other passengers.
S	Board actions.
T	Identifies a military member who joined the armed forces in an overseas area and is on initial assignment to the CONUS for training.
U	Unarmed escort(s) accompanying other passengers.
W	Passenger (other than prisoner) being escorted by armed or unarmed escort.
X	Armed escort accompanying a special shipment being moved on the same aircraft.
Y	Person requiring more than one seat. Unarmed escort accompanying a special shipment being moved on the same aircraft

V. ACCOUNT HANDLING CODES

CODE	EXPLANATION
A	Identifies a passenger who is reimbursing AMC at the government (common user) rate, and on a credit basis.
B	Identifies a passenger who had been removed from a SAAM flight and is provided transportation on a channel traffic mission.
C	Identifies a passenger who is reimbursing AMC at the government (common user) rate and is paying cash.
D	Identifies a passenger who had been refused entry into a country due to failure to comply with border clearance requirements and is being returned to the nearest station where border clearance documents may be secured. This code should be displayed on the aircraft departure (boarding) manifest
E	Identifies an intransit passenger.
F	Identifies a passenger, previously determined to be a stowaway, who is being returned to point of origin. This code should be displayed on the aircraft departure (boarding) manifest

- G Identifies a passenger who is reimbursing AMC at the non-government (international) tariff rate and on a credit basis.
- H Identifies a space available passenger. This code will be displayed on the aircraft departure (boarding) manifest and as a prefix to the space available control number (sign-in date, sign-in time) for the passenger.
- J Identifies a passenger who is reimbursing AMC at the non-DOD federal agency tariff rate and on a credit basis.
- K Identifies a passenger who is reimbursing AMC at the non-DOD federal agency tariff rate and on a credit basis.
- L Identifies a passenger who is reimbursing AMC at the non-DOD federal agency tariff rate and is paying cash.

VI. TRANSPORTATION PRIORITY CODES

PRIORITY	REASON	CATEGORY OF TRAVEL
1	Emergency	Space Required
2	Urgent (deadline arrival)	Space Required
3	Urgent (important)	Space Required
4	All Other	Space Required
A	Category I	Space Available
C	Category II	Space Available
D	Category III	Space Available
E	Category IV	Space Available
F	Category V	Space Available
R	Category VI	Space Available

VII. TYPE TRAVEL CODES

1. Space Required:

CODE	TYPE TRAVEL
EA	Authorized or directed air travel of military enlisted personnel in permanent change of station (PCS) status accompanied by family members.
SL	Individuals authorized space-required travel in accordance with AFI 36-2110, <i>Assignments</i> .
NA	Un-funded space required passengers traveling on non-DBOFT aircraft.
PT	Authorized or directed air travel of military personnel in temporary duty status (TDY/TAD).
CT	Authorized or directed air travel of civilian personnel in temporary duty status (TDY/TAD).
TT	A special code used to identify a travel team integrity transaction.
OA	Authorized or directed air travel of military officer personnel in permanent change of station (PCS) status accompanied by dependents.

CC	Authorized or directed air travel by civilian personnel in PCS status accompanied by dependents.
PU	Authorized or directed air travel of military personnel in (PCS) status not accompanied by dependents.
CU	Authorized or directed air travel of civilian in PCS status not accompanied by dependents.
DS	Dependent student (space required).
DA	Dependents accompanied by military principal
CA	Dependents accompanied by a civilian principal.
DU	Dependents not accompanied by military principal.
CD	Dependents not accompanied by civilian principal.
EL	Emergency leave, military (space required).
DL	Emergency leave, command-sponsored military dependent (space required).
RL	Renewal agreement travel for leave (civilian).
RS	Special combat leave.
RT	Authorized reimbursable air travel of non-DOD sponsored passengers.
PC	US citizen employees of the DOD when classified as Armed Forces' patients.
PM	Active duty or retired members of the military departments, excluding the US Coast Guard, in an Armed Forces patient's status.
PD	A dependent of a member of a military department on active duty; or of a member deceased while on active duty; or a dependent of a retired or deceased retired member of a military department who is authorized medical care under the provisions of AFI 41-115.
PE	Dependents of US citizen employees of the DOD when classified as Armed Forces' patients.
PZ	Family members authorized to accompany US Armed Forces' patients who are transported in PCS status reimbursable.
PP	All other patients/person for whom reimbursable transportation has been authorized, including the US Coast Guard and their dependents.
PA	Special medical or non-medical attendant
PB	Non-DOD medical or non-medical attendant
NR	Un-funded Space Required passengers traveling on DOD aircraft for Inactive Duty Training
2. Space Required Reimbursable.	Following are type travel codes for space available passengers that are authorized (and elect) to use space required reimbursable travel. Except as indicated, these codes may be used in requesting reservations.
CODE	TYPE TRAVEL
RA	Identifies an emergency leave (DOD civilians and their dependents, and military dependents) traveling reimbursable space required.

RB	Identifies a close-blood/affinitive relative, accompanying PCS sponsor or dependents, traveling reimbursable space required (Note 2).
RD	Identifies secondary students in an overseas area traveling reimbursable space required.
RC	Identifies all other miscellaneous space available passengers traveling reimbursable space required.
NOTE: 1	Specific categories of space available passengers authorized to travel on a space required reimbursable basis are identified in DOD 4515-13-R.
NOTE: 2	RB category reservation must be included with a sponsor's request, as current directives do not provide for separate travel.

3. Space Available:

CODE	TYPE TRAVEL
CL	Emergency leave and recovered patients (dependents and civilians only).
CR	Close-blood/ affinitive relative accompanying PCS sponsor or dependents.
EM	Environmental and morale leave.
BF	Hostile fire leave, military only.
RE	Reenlistment leave.
OL	Ordinary leave, military only.
SA	Space available, miscellaneous.
SR	Space available, retired personnel.
SD	Space available, dependents.
SS	Space available, student.
NOTE:	Reference DOD 4515.13-R, to determine US Armed Forces patient's status.

VIII. SPONSOR SERVICE CODES

1. First Position:

CODE	SPONSOR SERVICE
A	Army
N	Navy
F	Air Force
M	Marine Corps
C	Coast Guard
X	Other

2. Second Position: All services may use Z, however, accept any service designated character.

IX. DISTINGUISHED VISITOR CODES

CODE NUMBER DV IDENTIFICATION

- 1 President of the US
Heads of state of foreign countries and reigning royalty
- 2 The Vice President of the US
Governor of a State of the US
Speaker of the House of Representatives
The Chief Justice of the US
Former President of the US
Retired Chief Justice of the US
Foreign Prime Minister or cabinet officer
Foreign ambassador, high commissioner, or special diplomatic representative
whose credentials give him/her authority equal to or greater than that of an
ambassador
Widows of Former Presidents
Secretary General of the UN
The United States Ambassador to the UK
Minister of foreign powers
Associate Justices of the Supreme Court
Retired Associate Justices of the Supreme Court
The Cabinet:
Secretary of State
Secretary of Treasury
Secretary of Defense
Attorney General
Postmaster General
Secretary of Interior
Secretary of Agriculture
Secretary of Commerce
Secretary of Labor
Secretary of Health and Human Services
Secretary of Housing and Urban Development
Secretary of Transportation
Secretary of Energy
Secretary of Education
President Pro Tempore of the Senate
Acting heads of Executive Departments (in the absence of the cabinet member)
Former Vice Presidents of the US
Members of the Senate and House of Representatives
Governor of Puerto Rico

Under Secretaries or Deputy Secretaries of Executive Departments (see Cabinet above for Executive Departments)

Administrator, Agency for International Development

Director, US Arms Control and Disarmament Agency

Charge d' Affairs of foreign powers

Former Secretaries of State

Secretary of the Army

Secretary of the Navy

Secretary of the Air Force

Director, Office of Management and Budget

Chairperson, Council of Economic Advisers

US Trade Representative

Chairperson, Board of Governors, Federal Reserve

Chairperson, Joint Chiefs of Staff

Chief of Staff US Army

Chief of Naval Operations

Chief of Staff, USAF

Commandant of the Marine Corps

Chief of Staff

General of the Army

Fleet Admiral (5-star rank)

General of the Air Force

Secretary General and Representatives to Organization of American States

Administrator of the Central Intelligence Agency

Administrator, General Service Administration

Director, US information Agency

Administrator, National Aeronautics and Space Administration

Administrator, Federal Aviation Agency

Director, Office of Personnel Management

Chairperson The Atomic Energy Commission

Under Secretary of Defense for Research and Engineering

Special Assistant to the President of the US

Special Counsel to the President of the US

Deputy Under Secretaries of other Executive Departments

Assistant Secretaries Executive Departments

Assistant Secretaries of Defense and General Counsel (by date of appointment)

Active of Designate US ambassador and ministers (career rank when in the US)
 Under Secretaries of the Army, the Navy, and the Air Force
 Governors of Territories

Commandant of the Coast Guard

Vice Chief of Staff US Army, Vice Chief of Naval Operations, and Vice Chief
 of Staff US Air Force

Generals and admirals (4-star rank)

Retired generals and Admirals (4-star rank)

Assistant Secretaries of the Army, the Navy, and the Air Force (by date of
 appointment within each service)

Special Assistant to the Secretary of Defense

Assistants to the Secretary of Defense

Legislative Affairs

Atomic Energy

Director, Defense Advance Research Projects Agency

Bishops of Washington

4 Lieutenant generals and vice admirals (3-star rank)

Retired lieutenant generals and vice admirals

Chief Scientists, Department of Defense, Air Force, etc.

General counsels of the military departments

Deputy Directors, Defense Research and Engineering and deputy general
 counsels (by date of appointment)

Deputy Assistant Secretaries of Executive Departments

Chairperson of statutory boards, committees, and independent agencies

Administrative Assistants to the President of the US

Special Assistants of military departments

Deputy Under Secretaries of the Army, the Navy, and the Air Force (by date of
 appointment within each service)

Counselors of foreign powers

PL 313 (appointed civilians)

GS-18

5 Major generals, rear admirals (upper half)

Retired major generals, rear admirals

Deputy Assistant Secretaries of the Army, the Navy and the Air Force (by date
 of appointment within each service)

Surgeon General Public Health Service

GS-17

- 6 Brigadier generals, rear admirals (lower half)
 Brigadier generals, commodores
 The Assistant Chiefs of Protocol
 The Secretary of the Senate
 GS-16
- 7 Captains USN or USCG; colonels USAF, USA, or USMC; or comparable rank
 officers of friendly nations
 Retired Captains, USN/USCG, colonels
 Consuls in charge of consulates of foreign powers
 Second and third secretaries of foreign embassies and legations
 GS-15

NOTE: The above listing is not necessarily in order of precedence

CODE	DV	DESIGNATOR	SERVICE
LETTER	REQUIREMENTS	LETTER	CATEGORY
H	Accord honors	A	Air Force
M	Accord no honors, provide meals	R	Army
N	Accord no honors, requests informal visit with the commander	C	Coast Guard
S	Accord no honors, provide servicing only	M	Marine Corps
T	Accord no honors, provide transportation only	V	Navy
Q	Accord no honors, provide quarters only	S	Civilian
O	No request	F	Foreign civilian or military

EXAMPLES:

- V6H Means: Navy rear admiral (lower half) requests full honors.
- A7T Means: Air Force colonel requests transportation.
- R70 Means: Army colonel no requests.

X. AIRCRAFT TYPE/SERIES CODING

A4.2. The following alpha and numeric codes identify commercial and military aircraft and series:

ALPHA/NUMERIC
CODE

AIRCRAFT TYPE SERIES

A	B-707
B	C-141B
C	B-727
D	B-737
E	B-747
F	C-17
G	DC-8
H	Reserved for future use
I	Reserved for future use
J	C-9
K	T-43
L	C-140
M	KC-10
N	UV-18B
O	Reserved for future use
P	KC-135
Q	C-130
R	C-23
S	C-5A
T	C-12
U	L-188
V	C-21
W	C-137
X	B-757
Y	DC-6
Z	B-767
0 (zero)	C-27
1	T-39
2	Other commercial aircraft type
3	Other military aircraft type
4	C-5B
5	L-1011
6	L-100

7
8
9

DC-10
MD-11
Reserved for future use

Attachment 5

AMC FORM 229, PASSENGER SERVICE FLIGHT FOLDER, INSTRUCTIONS

A5.1. AMC Form 229 is designed to provide passenger service management with a step-by-step record of events. Passenger dispatch is OPR for the folder; therefore, this section will ensure all information on the form is accurate and properly completed. All entries will be legible and written in ink or pencil. Place a dash (-) in or leave blank any block not requiring an entry. Once the form is completed, it is reviewed by the shift supervisor or his/her designated representative for accuracy and content. When satisfied that all tasks have been accomplished and all entries are legible and complete, the supervisor or his/her designated representative signs in the shift supervisor block. The folder must always contain, but is not limited to, documents listed in the folder checklist. In the event a particular document is omitted, an explanation in the remarks section by the shift supervisor or his/her designated representative that efforts are in progress to obtain the necessary documents. AMC Form 229 will be maintained for 90 days and disposed of in accordance with AFI 37-138.

A5.2. Use the following instructions when completing the outbound portion of the AMC Form 229:

Outbound	All times annotated on the folder will be local times.
Mission Number	Enter the 12-position mission number, that is, PQC T657Y0186. (Category "B" mission use the 12-position mission in conjunction with the new "MC" 4-digit mission number.)
Call signs	Enter the call sign when used in lieu of the 12-position mission number, that is, Pacer 61/186.
Aircraft Type	C-141, B-747, DC-10, etc.
Tail Number	Enter the last five digits of the tail number
Mission Routing	Enter all en route stops using three-Letter location.
Carrier/Operator	ATA, WOA, 305, 436, 60, etc.
ETD Date	Estimated (local) time of departure and Julian date, for example, 1630/187.
ATD/Date	Actual (local) time of departure -and Julian date.
Spot	Aircraft parking spot to be utilized
ACL	Allowable cabin load (total seats on the aircraft)
Flight Code	N/A
Set Up Received From	Enter time and initials of the individual from whom the initial set-up was received (ATOC).
Revised	Enter the time and initials of the individual from whom the revised set-up was received (ATOC).
Set-up Passed To	Enter the time and initials of the individual passing the initial set-up and to whom the set-up was passed.

Revised	Enter the time and initials of the individual passing the revised set-up and to whom the set-up was passed.
Sequence of Events Required Time	Enter the time of each event which local management has determined to be an acceptable standard operating time in relation to the ETD. On scheduled Patriot Express missions, as a standard opening time use the 6 hours prior to scheduled ETD for flight open and 45 minutes prior to scheduled ETD for firm meal order request.
Actual Time	Enter the actual time each event was accomplished.
Initials	Enter the Initials of the individual(s) passing or receiving the coordinated information and the actual time the event was accomplished/requested.
Seats Released	Enter the number of seats initially released for onload of originating passengers.
Initial Seat Release	Enter the total number of seats initially released by ATOC, the actual time of seat release, the ATOC controller's initials and the individual's initials receiving the seat release. Should the seat release change (plus or minus), line through the initial seat release and comply with the revised seat release instruction.
Revised Seat	Enter the revised seat release when there is an increase or decrease in the initial seat release. Annotate the actual time, initials of the ATOC controller, and the individual's initials receiving the revised seat release.
Tentative Meal Order In-flight	Enter the actual time, initials of the individual passing the tentative meal order, and initials of the in-flight kitchen representative to whom the tentative request was passed.
Fleet	Enter the actual time, initials of the individual passing the tentative meal order, and initials of the fleet service representative to whom the tentative request was passed.
Flight Open Processing/PSC	Enter the actual time and initials of the shift supervisor opening the flight for processing.
Firm Meal Order	Enter the actual time, initials of the individual.
In-flight	Passing the firm meal order, and initials of the in-flight kitchen representative to whom the firm request was passed.
Fleet	Enter the actual time, initials of the individual passing the firm meal order, and initials of the fleet service representative to whom the request was passed.
Flight Closed Processing/PSC	Enter the actual time and initials of the shift supervisor closing the flight.

Baggage at Aircraft	Enter the actual time the baggage was delivered to the aircraft for loading and the loading crew supervisor's initials (at commercial gateway operations the QAS will provide these times).
Final Boarding Manifest	Enter the actual time when the final boarding manifest was available.
Pax Call/ACFT Available	Enter the actual time the passenger call/aircraft is available for boarding and the ATOC controller's initials.
Gate Opened	Enter the actual time the gate is opened for anti hijacking and the shift supervisor's initials.
Baggage Onload Started	Enter actual time the baggage onload started and the loading crew supervisor's initials (at commercial gateway operations the QAS will provide these times).
Completed	Enter actual time the baggage onload was completed and the loading crew supervisor's initials.
Pax Arrived at ACFT	Enter actual time passengers arrived at the aircraft by way of bus or mobile lounges (at commercial gateway operations the QAS will provide these times) and the loading supervisor's initials.
Passengers Onload Started	Enter actual time the passenger onload started and the loading supervisor's initials (at commercial gateway operations the QAS will provide these times).
Completed	Enter actual times the passenger onload was completed and the loading supervisor's initials (at commercial gateway operations the QAS will provide these times).
Meal Breakdown Crew/Passengers	Enter the amount and type of meal in the appropriate block.
Passenger Breakdown Passed to	Enter the time and initials of the ATOC controller to whom the breakdown was passed.
Space Required/Space Available	Enter the number of space required/space available passengers through, on, and off next stations.
Passengers Totals	Enter the space required/space available passengers totals through, onload, and off next station.
Civilians, Blue Bark, etc.	Enter the number of unique passengers through, onload, and off next station
Passenger/Baggage Weights	Enter the passenger/baggage weights for through onload, and off weights off next station.
Total Weights	Enter the combined passenger/baggage weights for through, onload, and off next station.
Baggage Bins/Container LD-3s	Enter the number of baggage bins through, onload, and off next station.

Rush Bags	Enter the number of rush baggage, onload, and off next station.
Waiver Request	Check the appropriate waiver request block yes/no. If passenger prohibited cargo is being airlifted and there were duty/space available passengers in the backlog and a waiver was not requested, annotate in the remarks section why the waiver was not requested.
Waiver Number	Enter the waiver number.
Type Waiver THETA/Single	NA
Folder Contents	Check each item when the corresponding document is placed in the flight folder Leave blank items that do not apply. Additional contents are to be annotated in the remarks.
Passenger Breakdown	Commercial gateway requirement only.
Passed to Downline station	Enter the actual time the passenger breakdown information received/passed, the last name (printed) and grade.
Mission Abort/Type Abort	Check the appropriate block when abort occurs.
Special Category	Enter grade, name, branch of service, kind of passenger request/remarks special category/unique passenger and type of assistance, if requested. Record pertinent flight information not otherwise identified.
Set-Up Prepared By/Date	Enter the individual's last name who prepared the outbound set By/Date up and the calendar date the set up was prepared.
Shift Supervisor	The individual reviewing the folder for signature/date completeness and accuracy will sign and date in the block provided. Normally, the shift supervisor will accomplish this, however, the shift supervisor may designate an individual. Individuals designated to accomplish this task will sign and date.

A5.3. Use the following instructions when completing the inbound portion of the AMC Form 229:

Inbound	All times annotated on the folder will be local times.
Mission Number	Enter the 12-position mission number.
Call Sign	Enter the call sign when used in lieu of the 12-position mission number, that is, Pacer 61/196.
Date	Enter the Julian date.
Type/Tail	C-141, B-747, DC-10/70006, etc.
Number Carrier/Operator	ATA, WOA, 437,305,60,62, etc.

From	Enter the three-letter station code from which the aircraft last departed, for example, DNA, OKO, OSN, etc.
ETA/Date	Estimated time of arrival and Julian date, for example, 1630/175.
ATA/Date	Actual time of arrival and Julian date.
Spot	Aircraft parking spot to be utilized.
Ground Time	Enter the schedule ground time, for example 3 hours, 15 minutes, if the mission is terminating, enter term.
Set Up Received From	Enter the time and initials of the individual from whom the set -up was received
Revised Data	Enter the revised ETA/ Julian date, time, and initials of the individual from whom the data was received.
Passenger Data Space Required/Space Available	Enter the number of space required/space available passengers off and through.
Totals	Enter the space required/space available passenger totals, off, and through
Civilians, Distinguished Visitors, Blue Barks	Enter the number of unique passengers off and through
Passenger Off-load Started	Enter the time passenger off-loading
Completed	Enter the time passenger off-load was completed, initials of the individual from whom the information was received, and initials of the person to whom it was passed.
Baggage Off-load Started	Enter the time baggage off-load commenced, initials of the individual from whom the information was received, and initials to whom it was passed.
Completed	Enter the time baggage off-load was completed, initials of the individual from whom the information was received, and initials to whom it was passed.
Baggage Available to passenger	Enter the time the first container/baggage cart of baggage was available to the passenger(s), initials from whom the information was received, and initials to whom it was passed.
Set Up Prepared By/Date	Enter the individual's last name who prepared the inbound set up and the calendar date (day, month, and year) the set up was prepared.
Shift Supervisor	The individual reviewing the folder for completeness and accuracy will sign and calendar date the folder. Normally, this will be accomplished by the shift supervisor; however, the shift supervisor may designate this task.
Remarks/Outbound Continued	Continuation of remarks from the outbound portion of the flight folder.

Record pertinent flight information not otherwise identified.

A5.4. In all cases where initials are required on AMC Form 229, the passenger service dispatcher's initials will be entered after initials of the individual to whom the information was passed; for example, information received from fleet service and passed to passenger dispatch (Fleet SP/Pax Dispatch JR).

Attachment 6

MISSION ROUTE SPPORT CIC CHART

A6.1. Use the following chart to construct a CIC for MRS travel when one is not provided on the travel order:

NOTE: BLANKET MRS ORDERS ARE NOT AUTHORIZED.

Position	Entry and/or Description
1-4	
2-4	MRS
5	Headquarters Identification 1-HQ AMC 2-21AF 3-15AF 4-721 AMOG 5-715 AMOG 6-AFRC 7-ANG
6-9	Staff, Wing, or Group office Identification: Examples: A43P, 4370, 7150
10-13	AMC Squadron, or Reserves Forces When not used, enter "0000"
14-15	Unique squadron identifier: For Patriot Express MRS traveler's use 0B, all others will be coded 00

Attachment 7**AMC FORM 79, PASSENGER INFORMATION**

A7.1. Purpose: An optional form to help provide information to the flight attendant or loadmaster/boom operator and standardize placing of passenger manifests on organic and AMC charter aircraft.

A7.2. This form is designed so that each station an aircraft transits can fill out their originating passenger information and show through load passenger information. It is intended to help the QAS/Passenger Service Representative brief the crew on passenger totals. At the originating station an AMC Form 79 may be filled out to reflect passengers on that aircraft, when it arrives at the en route station a new AMC Form 79 should be filled out showing their originating passengers and the passengers going through in order to keep an accurate total. A new AMC Form 79 should be filled out at each stop. All manifests and other documents can be placed in this form for easy carriage. Each station, will dispose the old form.

A7.3. Blocks on AMC Form 79 should be filled in as follows:

A7.3.1. Originating Station: Station filling out the form.

A7.3.2. Date: Date the mission is departing.

A7.3.3. Mission Number: Complete mission number.

A7.3.4. Aircraft Number: Tail number of aircraft.

A7.3.5. Aircraft Type: C-141, C-5, B-747 etc.

A7.4. Under the PASSENGER section, the following should be filled in:

A7.4.1. ON/THRU/TOTAL: Breakdown by onload and through load your space required/space available passengers and total them under the "total" column.

A7.4.2. Smoking: Not applicable.

A7.4.3. Nonsmoking: Not applicable.

A7.4.4. Waiver Number: Fill in any waiver numbers if applicable.

A7.4.5. Total meals: Show total passenger meals.

A7.4.6. Special Meals: Show any special meals and use the "REMARKS" block to show what type of meal, i.e., diabetic meal no-salt meal, vegetarian etc.

A7.4.7. Inlaps: Not applicable.

A7.4.8. Preservers: Show how many child/infant preservers are needed for children.

A7.5. Passenger breakdown assist the downline station on how many civilian, foreign nationals, children, infants, and DVs are on board. It is important that these blocks be filled in.

A7.6. Remarks/*DV Requests: Show any special information on DVs, special meals, or any information you think might be important to the crew.

Attachment 8

STANDARDS OF PERFORMANCE

The following summarizes all standards of performance contained within the chapter. The standards accomplish several purposes. First they are measurable standards for manpower personnel to concisely determine manpower requirements. Second, they provide passenger service management yardsticks by which to measure the efficiency of their operation and make changes where necessary. Finally they provide goals for the passenger operation function to reach. They are realistic goals which, if met, will ensure a professional and responsive passenger service operation.

A8.1. Passenger Service Agents must adhere to the highest standards.

A8.1.1. Provide prompt, courteous, helpful, professional service to all individuals seeking information.

A8.1.2. Ensure passengers have every available opportunity to travel, commensurate with mission requirements.

A8.1.3. Provide passengers with information on local lodging and dining, transportation and other related services/resources.

A8.1.4. Assist passengers in resolving travel related problems (i.e., AMC Flight Reservations, travel orders, border clearance documents and travel eligibility criteria). When a problem is discovered with a passenger's "paperwork" guide them to the nearest agency where the customer may be able to solve the problem.

A8.2. Baggage should be available for passengers to claim not later than 20 minutes after block in of the aircraft.

A8.3. Passengers should be processed within an average of 3 minutes after presenting themselves at the check-in counter.

A8.4. Open additional passenger check-in counters, if available, when passengers stand in line longer than 15 minutes waiting to process.

A8.5. Provide complete accurate and timely flight information. Flight schedules will be posted for the next 48 hours.

A8.6. All passengers should be able to clear inbound immigration/border clearance agencies within 45 minutes after aircraft block-in.

A8.7. AMC passenger agents will address passengers by name at least once during a transaction.

A8.8. AMC Form 76, and AMC Form 253 will be available for use by all passengers.

A8.9. Passenger agents will be in strict compliance with AFI 36-2903.

A8.10. Passengers will be able to deplane within 5 minutes of aircraft arrival.

A8.11. Passenger check-in agents will be available to check in passengers at least 6 hours prior to a scheduled flight departure for passenger bookable missions.

A8.12. Smoking, eating, and drinking are prohibited behind processing counters and while performing duties in public areas.

A8.13. Have the first passenger on the aircraft no earlier than 30 minutes prior to block time and the last passenger on the aircraft 10 minutes prior to aircraft block time.

A8.14. Blue bark, coin assist, and special category passengers will be provided premium service.

A8.15. Make an announcement every twenty minutes to inform passengers of the current status during all delayed flights.

A8.16. Close out the manifest 60 minutes prior to aircraft departure time.

A8.17. Accommodate any late arriving premanifested passengers up to flight departure time as long as seats are open.

A8.18. Normally the space available roll call will take place 1-1/2 hours prior to aircraft block time.

Attachment 9**COUNTRY CODES FOR SPACE AVAILABLE SIGN-UP**

COUNTRY/AREA	CODE
Alaska	ALK
American Samoa	SAM
Argentina	ARN
Ascension Island	ASC
Australia	AUS
Azores	AZO
Bahamas	BHA
Bahrain	BAH
Barbados	BDO
Belize	BIZ
Bermuda	BRM
Bolivia	BOL
Brazil	BZL
British West Indies	WSI
Canada	CND
Caroline Islands	CLI (Includes YAP, KSI, ROR, TKK, AND PNI)
Chile	CHL
Colombia	CMB
Costa Rica	CST
Crete	CRT
Cuba	CBA
Cyprus	CYP
Diego Garcia	DGR
Dominican Republic	DOM
Ecuador	ECU
Egypt	EGY
El Salvador	ELS
Germany	GER
Great Britain	GBN
Greenland	GLD

Guatemala	GML
Haiti	HTI
Hawaii	HAW
Honduras	HOD
Hong Kong	HNG
Iceland	ICE
Indonesia	IND (Includes DJK)
Ireland	IRE
Israel	ISR
Italy	ITA (Includes Sicily and Sardinia)
Jamaica	JAM
Japan	JPN (Excludes Okinawa)
Johnston Atoll	JSN
Jordan	JRD
Kenya	KEN
Korea	KOR
Liberia	LIB
Malaysia	MAY (Includes Singapore)
Marcus Island	MCS
Marshall Islands	MSH (Includes Kwajalein)
Mariana Islands	MRA (Includes UAM AND SPN)
Midway Island	MID
New Zealand	NZD
Nicaragua	NCG
Norway	NOR
Okinawa	OKN
Panama	PAN
Paraguay	PAR
Peru	PRU
Philippine Islands	PHI
Portugal	POR
Puerto Rico	PUE
Saudi Arabia	SAU
Somalia	SOM
South Africa	SAF
Spain	SPA (Includes Palma and Mahon)

Sudan	SUD
Sweden	SWE
Thailand	THA
Turkey	TUR
United States	USA (CONUS ONLY)
Uruguay	URU
Venezuela	VEN
Virgins Islands	VGN
Volcano Island	VOL (Includes IWO)
Wake Island	WKE
Zaire	ZAI

NOTE: On selection for movement, use the three-letter destination code (SUU, DOV, OKO, etc.) document movement.

Attachment 10

PASSENGER TERMINAL SECURITY CHECKLIST

- A10.1.** Do passenger terminal security procedures enhance overall security?
- A10.2.** Are signs posted in the terminal to warn passengers of penalties for unlawful acts such as carrying weapons and air piracy?
- A10.3.** Do procedures ensure passengers are identified and possess appropriate travel documents?
- A10.4.** Are baggage tags and boarding passes stored out of reach of passengers?
- A10.5.** Are procedures and equipment adequate for inspection and screening of passengers and their baggage?
- A10.6.** Are security police available during passenger screening? If not, are duress alarms installed and working?
- A10.7.** Is duress alarm system checked at least monthly?
- A10.8.** Are terminal doors locked and alarmed to prevent undetected access to sterile areas and/or the flight line?
- A10.9.** Is there adequate passenger security between the terminal and the aircraft?
- A10.10.** Is baggage under surveillance from check-in to loading?
- A10.11.** Are holding areas inspected for suspicious articles after passengers leave?
- A10.12.** Are procedures established to use military working dogs within the terminal area?
- A10.13.** Are plans prepared and exercised that deal with bomb threats?
- A10.14.** Are evacuation procedures clear?

Attachment 11**WEB SITES**

A11.1. HQ AMC/A43P Messages and Policy Updates, <https://amclg.scott.af.mil/cgi-bin/index.pl?dd=/don/lgtp&ti=HQ+AMC/LGTP+-+Passenger+Policy>.

A11.2. AMC Space Available Information Website, <http://amcpublic.scott.af.mil/SPACEA/spacea.htm>.

A11.3. AMC Publications: <https://amc.scott.af.mil/pubs/pubhome2.htm>

A11.4. Defense Transportation Regulation: <http://public.transcom.mil/J4/j4lt/dtr.html>

A11.5. DOD Publications: <http://web7.whs.osd.mil/dodiss/publications/pub2.html>

A11.6. Air Force Publications: <http://afpubs.hq.af.mil>

A11.7. AMC Channel Sequence Listing: <https://tacc.scott.af.mil/Directorates/xog/doc/sequence.pdf>

A11.8. US Government Department of Defense Airlift rates and US Government Non-Department of Defense Rate Tariffs: <https://www.amcfm.scott.af.mil/FMB.htm>

A11.9. GATES: <https://gates.scott.af.mil/gates.htm>

A11.10. Foreign Clearance Guide (FCG): <http://www.fcg.pentagon.mil>

A11.11. Global Transportation Network (GTN): <http://www.gtn.transcom.mil/public>

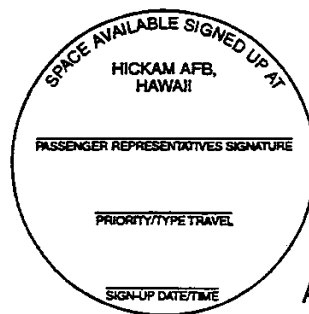
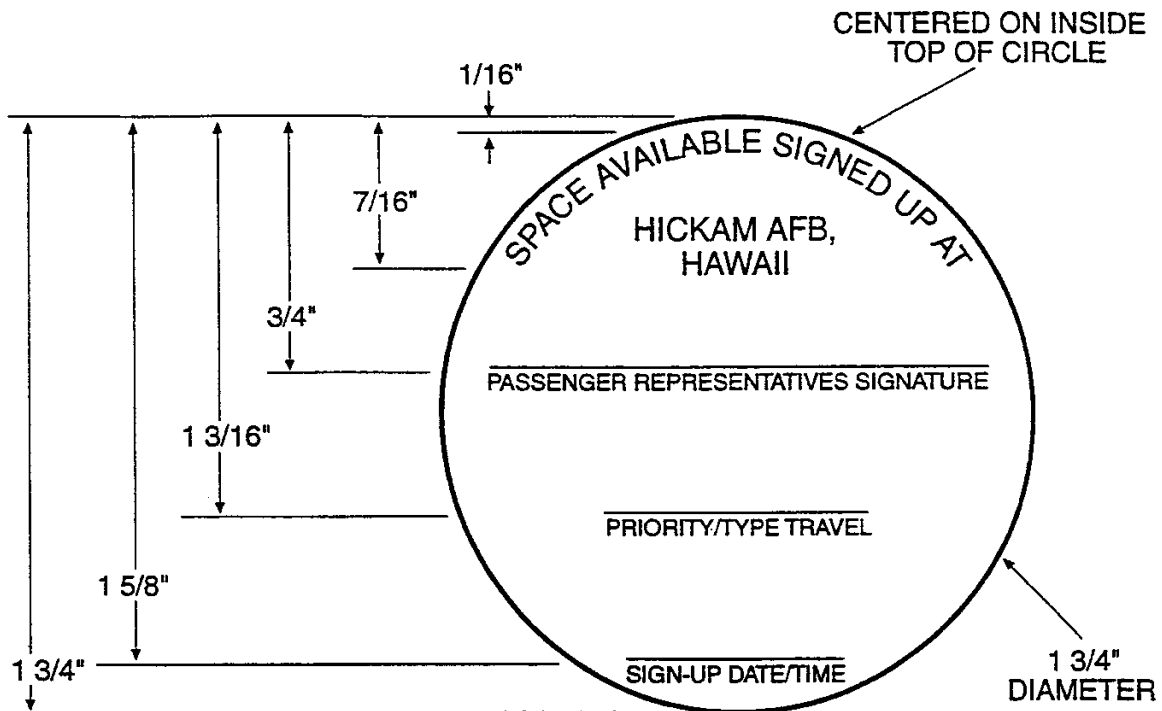
A11.12. <http://www.tsa.gov>, see "Travelers Tips and prohibited items".

A11.13. AMC Space Available Information Website, <http://amcpublic.scott.af.mil/SPACEA/spacea.htm>

NOTE: ALL WEB LINKS ARE SUBJECT TO CHANGE.

Attachment 12

SPACE-AVAILABLE SIGN-UP STAMP



ACTUAL SIZE

Attachment 13

AMC FORM 305

RECEIPT FOR TRANSFER OF CASH AND VOUCHERS		
ACCOUNTING AND FINANCE OFFICER OR DEPUTY		DATE
<input checked="" type="checkbox"/> ADVANCE FROM	RETURNS TO	20000915
DENOMINATION	NUMBER	AMOUNT
100		
50		
20	3	\$60.00
10	2	\$20.00
5		
2		
1	15	\$15.00
.50	2	\$1.00
.25	4	\$1.00
.10	10	\$1.00
.05	30	\$1.50
.01	50	\$0.50
CHECKS		
VOUCHERS		
OTHERS		
TOTAL		\$100.00
RECEIVED BY (Signature)		

AMC FORM 305, 19990201 (EF-V1)

Attachment 14

DD FORM 1131

CASH COLLECTION VOUCHER		DISBURSING OFFICE COLLECTION VOUCHER NUMBER			
		RECEIVING OFFICE COLLECTION VOUCHER NUMBER P94-201			
RECEIVING OFFICE	ACTIVITY (Name and location) 735 AMS, Hickam AFB HI 96853-5152				
	RECEIVED AND FORWARDED BY (Printed name, title and signature) John R. Doe, SMSgt, USAF Superintendent, Passenger Service			DATE 19 Sep 02	
DISBURSING OFFICE	ACTIVITY (Name and location) Financial Services Office				
	DISBURSING OFFICER (Printed name, title and signature) James R. Doe, Capt, USAF Accounting Liaison Officer		DISBURSING STATION SYMBOL NUMBER 6683	DATE 20 Sep 02	
PERIOD: From 18 Sep 02 To 19 Sep 02					
DATE RECEIVED	NAME OF REMITTER DESCRIPTION OF REMITTANCE	DETAILED DESCRIPTION OF PURPOSE FOR WHICH COLLECTIONS WERE RECEIVED	AMOUNT	ACCOUNTING CLASSIFICATION	
18 Sep	Julie R. Doe SSN: 123-45-6789	HIK-UAM	\$747.00	97X4930.FD40 68* 6594 208592 45411 C99 525700 LXXV (1) (4)	
18 Sep	Edward R. Doe SSN: 000-01-0010	OKO-MSJ (US Government passenger rate) \$190.00	\$190.00	97X4930.FD40 68* 6594 208592 45411 C99 525700 LXXV (1) (4)	
		Receipt Acct \$38.00 (Non US Government passenger rate) \$228.00	\$38.00	57249 XXXXXX (3)	
18 Sep	Steven Smith SSN: 555-55-5555	Refund for voucher P94-100 15 Sep 02 DSSN 6672, travel from UAM-HIK, travel not authorized	(\$747.00) (5)	97X4930.FD40 68* 6594 208592 45411 C99 525700 LXXV (1) (4)	
18 Sep	Alice Smith SSN: 987-65-4321	Circuitous Travel TKPF216 252 (2) OSN-LAX (2) OSN-LAX \$598.00 HIK-SUU \$444.00 \$154.00 OSN-LAX \$154.00	\$154.00	57*3500 32* 48 501 525725	
NOTES:	<p>1. Two digit country code will be cited in lieu of X's after "L" to designate the location of collections made outside the US. The applicable country code should be obtained from the local financial services officer.</p> <p>2. Deposits of advance collections will not be delayed. Required information will be annotated on station and AMC AF copies when the flight number is assigned.</p>		<p>3. For receipt account: The six digit code of the DFAS Field Site/RAFO performing the collection will be cited in lieu of the X's. The applicable code should be obtained from the location financial services officer.</p> <p>4. Insert appropriate fiscal year in place of the asterisk.</p> <p>5. This item is indicated as a refund, the amount must be enclosed with parentheses to</p>		
TOTAL					

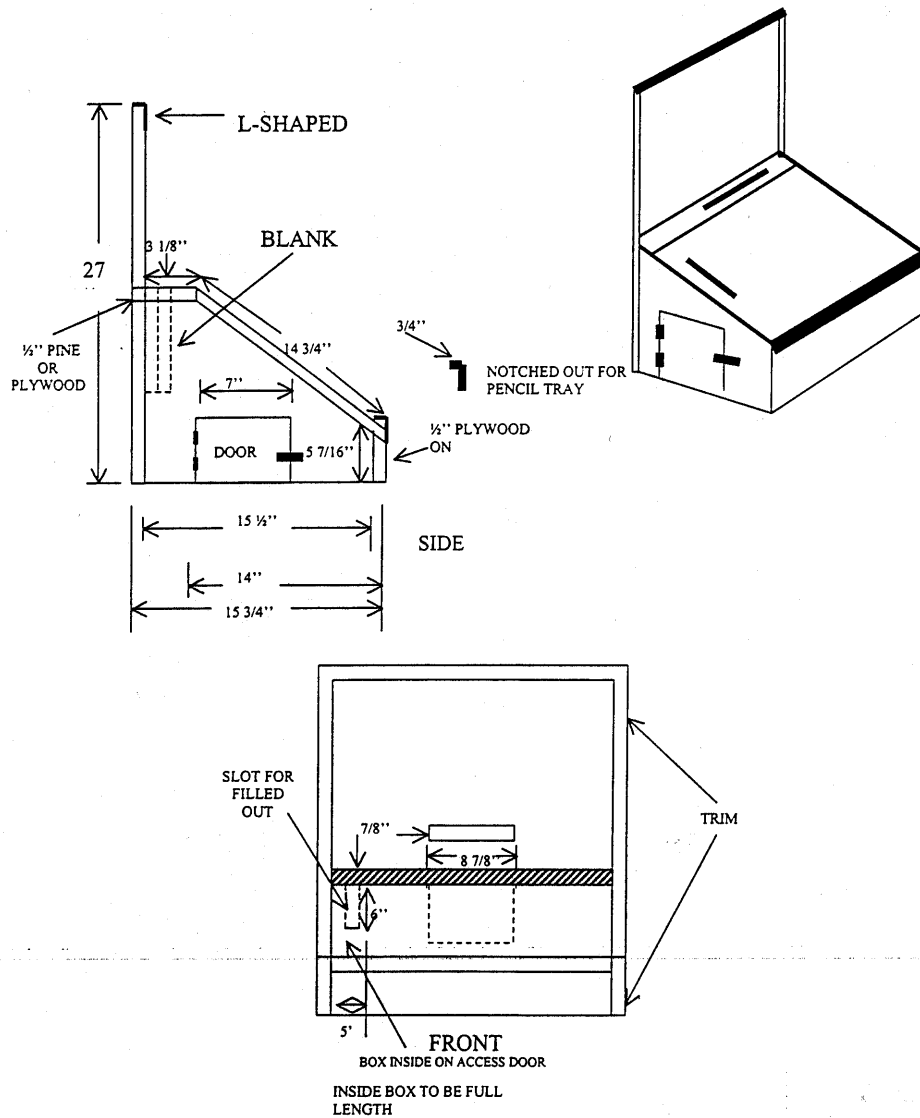
CASH COLLECTION VOUCHER		DISBURSING OFFICE COLLECTION VOUCHER NUMBER			
		RECEIVING OFFICE COLLECTION VOUCHER NUMBER P94-112			
RECEIVING OFFICE	ACTIVITY (Name and location) 305 APS, McGuire AFB NJ 08641-5507				
	RECEIVED AND FORWARDED BY (Printed name, title and signature) John R. Doe, Capt, USAF OIC, Passenger Service			DATE 19 Sep 02	
DISBURSING OFFICE	ACTIVITY (Name and location) Financial Services Office				
	DISBURSING OFFICER (Printed name, title and signature) Richard M. Doe, Capt, USAF Accounting Liaison Officer		DISBURSING STATION SYMBOL NUMBER 5257	DATE 19 Sep 02	
PERIOD: From 18 Sep 02 To 18 Sep 02					
DATE RECEIVED	NAME OF REMITTER DESCRIPTION OF REMITTANCE	DETAILED DESCRIPTION OF PURPOSE FOR WHICH COLLECTIONS WERE RECEIVED	AMOUNT	ACCOUNTING CLASSIFICATION	
18 Sep		CASH SHORTAGE	\$5.35	97X4930.FD40 68* 6594 208592 45464 C99 525700	
18 Sep	Household pet	WRI-LGS Pet rate for Non-US Government passenger fare	\$90.00	97X4930.FD40 68* 6594 208596 45411 C99 525700	
////////	////////	/LAST ITEM////////	////////	////////	
	***** Note: 1 Insert appropriate fiscal year in place of the asterisk.	FOR INSTRUCTIONAL USE ONLY	*****	*****	
TOTAL			\$90.00		

CASH COLLECTION VOUCHER		DISBURSING OFFICE COLLECTION VOUCHER NUMBER			
		RECEIVING OFFICE COLLECTION VOUCHER NUMBER P94-114			
RECEIVING OFFICE	ACTIVITY (Name and location) 305 APS, McGuire AFB NJ 08641-5507				
	RECEIVED AND FORWARDED BY (Printed name, title and signature) John R. Doe, Capt, USAF OIC, Passenger Service			DATE 19 Sep 02	
DISBURSING OFFICE	ACTIVITY (Name and location) Financial Services Office				
	DISBURSING OFFICER (Printed name, title and signature) Steven Jones, Capt, USAF Accounting Liaison Officer		DISBURSING STATION SYMBOL NUMBER 5257	DATE 19 Sep 02	
PERIOD: From 19 Sep 02 To 19 Sep 02					
DATE RECEIVED	NAME OF REMITTER DESCRIPTION OF REMITTANCE	DETAILED DESCRIPTION OF PURPOSE FOR WHICH COLLECTIONS WERE RECEIVED	AMOUNT	ACCOUNTING CLASSIFICATION	
19 Sep	John R. Doe, Capt, USAF OIC Passenger Service	In-Flight meals sold on AMC flights on 19 Sep 02 AF Form 463 #003500	\$54.75	57*3500 32* 562 C93B 525725 (1)	
19 Sep		Coffee sold for AMC flights on 19 Sep 02 AF Form 463 #003500	\$7.20	57*3500 32* 562 C93B 525725	
		CASH OVERAGE	\$1.00	571060XXXXXX (2)	
///////// *****	///////// ***** NOTES: 1 Insert the appropriate fiscal year in place of the asterisk. 2. The six digit code of the accounting disbursing station performing the collection will be cited in lieu of the X's. The code should be obtained from the local accounting liaison officer.	///////// ***** LAST ITEM FOR INSTRUCTIONAL USE ONLY. Example 3.	///////// *****	///////// *****	
TOTAL			\$62.95		

Attachment 15

AMC COMMANDER (AMC/CC) LETTER TO THE PASSENGER DISPLAY

A15.1. Construct the display as depicted.



Attachment 16

SF FORM 1049

EXCEPTION APPROVED BY OIRM, 5 MAR 71
 Standard Form 1049
 (EF) (PerFORM PRO)
 September 1973
 4 Treasury FRM 2000
 1049-105-01

PUBLIC VOUCHER FOR REFUNDS

Voucher No. _____

(Voucher prepared Scott AFB IL 62225, 12 Jan 95)

Schedule No. _____

(Give place and date)

U.S. Department of the Air Force

(Department or Establishment, Bureau or Office)

Appropriation or fund 97X4930.FD30 68* 6594 208592 45411 C99 525700 (the * indicates the appropriate fiscal year).

THE UNITED STATES, Dr.,

To
 Address

John R. Doe
 USA Ammo Div, Box 1269
 APO AP 96331

PAID BY

Statement of deposit(s) received and applied:

Contract No. _____

Date _____

DATE OF DEPOSIT	RECEIPT NO.	ARTICLES OR SERVICES (ENTER DESCRIPTION, INCLUDING DETAIL OF APPLIED CHARGES, AND OTHER INFORMATION DEEMED NECESSARY)	AMOUNT DEPOSITED	APPLIED CHARGES	BALANCE DUE DEPOSITOR	NOTATIONS
		Refund on CV 7673, dated 1 Jan 95, for the travel of John R. Doe, ATA K-314667	\$74.00		\$74.00	
FOR INSTRUCTIONAL USE ONLY						
Contact the FSO for assistance in preparing this form.						
TOTAL			\$74.00		\$74.00	

I certify that the above statement of deposit(s) of the payee or depositor named is correct and that the sum of \$74.00 is due said depositor.

* Approved and refund authorized for \$74.00

(Sign original only)

Title _____

Check No. _____

Refund
 by {

Cash, _____ on _____

Signature
 of payee _____

(Sign original only)

Other method, _____

(Describe)

*If the ability to certify and authority to approve are combined in one person, one signature only is necessary; otherwise the approving officer will sign in the blank space below "Approved," etc., and over his official title.

Attachment 17

AF FORM 463

[illegible]

Attachment 18**RUBBER STAMPS FOR CHECKS EXAMPLES**

A18.1. Example 1: FSO SCOTT AFB IL. 62225

A18.2. Example 2:

DUTY/BUSINESS/HOME PHONE
NAME AND
RANK/GRADE _____
MIL ORG _____
DUTY STA _____
PLACE OF BUSINESS/LOCATION _____
HOME ADDRESS _____

A18.2.1. **NOTE:** Information appearing on the face of this check, if correct, need not be repeated above.

A18.3. Example 3: Pay to the order of any Federal Reserve Bank or branch or general depository for credit to the (organization) financial services officer (name of station, state.) (date). This check is in payment of an obligation to the US and must be paid at par N.P. (NET PROCEEDS). Do not wire nonpayment US Air Force.

A18.4. Example 4: I consent to immediate collection from my pay the amount of this check plus any bank charges if this check is dishonored: Member Signature and date: _____

Attachment 19**EXAMPLES OF DISHONORED CHECKS MEMORANDUMS****A19.1. Example One:**

MEMORANDUM FOR

FROM:

SUBJECT: Dishonored Check

1. Please be advised, your check # _____ from _____ (Name of Bank), written on _____ (Date) at _____ (Name of Station), has been returned due to insufficient funds.
2. To remedy this situation, we would appreciate it if you immediately contact the passenger service office at (Name of Base) to redeem the check. If this is impractical, you may resolve this matter and make arrangements by telephone or by mail. The commercial telephone number is (Area Code) XXX-XXXX and the DSN number is XXX-XXXX. The mailing address is _____. Remittance by mail must be in the form of money order or cashier's check.
3. In any instance, redemption action must be initiated within 15 days after receipt of this letter.
4. Thank you for your time.

Signature Block

FOR INSTRUCTIONAL USE ONLY
EXAMPLE: Collection Letter Number 1

A19.2. Example 2:

MEMORANDUM FOR (Commander)

FROM:

SUBJECT: Dishonored Check

1. Our records indicate (Person's Name) is assigned to your organization. We would appreciate your assistance in redeeming a check written by (Member or the Member's Dependent's Name). During the notification to (Person's Name) concerning this dishonored check, we believe a quick review with them on the provisions of Article 123a, UCMJ, is appropriate. We suggest you advise (Person's Name) that failure to redeem a check within 5 days of being notified it was dishonored is presumptive proof of an intent to defraud and can be used as evidence in punishment under Article 123a, UCMJ.

2. If he/she is being discharged or released from active duty within the next 6 months, request your assistance to ensure that member either redeems the dishonored check, or that the amount of the dishonored check is withheld from the member's final pay in accordance with DOD Military Pay and Allowance Entitlement Manual (DODPM). If he/she is not assigned to your unit, please advise us by phone or return mail. If he/she has been reassigned to another organization, please forward this letter to the current commander for action.

3. If you wish, we will be happy to discuss this case. The telephone numbers are as follows:

a. Commercial: (XXX)-XXX-XXXX

b. DSN: XXX-XXXX

c. Our office hours are _____ to _____ Monday through _____.

Signature Block

Attachment

Record of Collection Actions

FOR INSTRUCTIONAL USE ONLY
EXAMPLE: Collection Letter Number 2

A19.3. Example 3:

MEMORANDUM FOR (Central Civilian Personnel Office/Name of Company)

FROM:

SUBJECT: Dishonored Check, (Full Name and grade of sponsor)

1. Our records indicate (Person's Name) is employed on your base/by your company.
2. We would appreciate your assistance in redeeming a check written by (Member or the Member's dependent's name). This check was dishonored by the bank and we have been unsuccessful in redeeming it. Attached is our correspondence with (Member or member's dependent's name).
3. If he/she is not employed by your base/by your company, please advise us by phone or return mail. If he/she has been reassigned to another base/company, please forward this letter to the current CCPO/company for their action.
4. If you wish, we will be happy to discuss this case. The telephone numbers are:
 - a. Commercial: (XXX)-XXX-XXXX
 - b. DSN: XXX-XXXX
 - c. Our office hours are XXXX to XXXX, Monday through_____.

Signature Block

Attachment

Record of Collection Actions

NOTE: Do not include the DSN number when writing to a civilian company.

FOR INSTRUCTIONAL USE ONLY
EXAMPLE: Collection Letter Number 3

Attachment 20

DD FORM 139

PAY ADJUSTMENT AUTHORIZATION				NOTE: If member has been transferred, forward this authorization to the officer currently maintaining the member's pay record.					
MEMBER (Last name)		(First)		(Middle)		SSAN	GRADE/RANK/RATE	BRANCH OF SERVICE	DATE
DOE		JOHN		R.		123-45-6789	MSGT	USAF	020919
PAY GRADE NO.	LAST PAY RECORD EXAMINED (If applicable)		AMOUNT		APPROPRIATION DATA				
E-7			\$13.00		57*3500 32* 562 C93B 525725 (1)				
FROM					NAME OF ACCOUNTABLE D.O.				
305 APS/TRP McGuire AFB NJ 28641-5007									
					SYMBOL NO.		G.A.O. EXCEPTION CODE		
TO					YOU ARE HEREBY AUTHORIZED TO				
FSO McGuire AFB NJ 08641-5000					<input checked="" type="checkbox"/> CHARGE <input type="checkbox"/> CREDIT THE MILITARY PAY RECORD OF THE MEMBER LISTED ABOVE				
EXPLANATION AND/OR REASON FOR ADJUSTMENT									
This DD Form 139 is submitted IAW DFAS-DE 7073-1R. All means to collect this debt which resulted from a dishonored check have been exhausted. Action that have been taken to collect this debt at attached.									
////////////////////////////////////FOR INSTRUCTIONAL USE ONLY////////////////////////////////////									
NOTE 1: THE ASTERISK INDICATES THE APPROPRIATE FISCAL YEAR.									
The above adjustment is based on a thorough examination of all available records. If the Disbursing Officer has knowledge that a previous adjustment has been made or why the adjustment should not be made for the same item, this authorization should be returned with a brief statement of the reason for failure to make adjustment.									
FROM					CERTIFYING OFFICER (Name, rank/grade, and signature)				
I CERTIFY that the adjustment indicated above has been entered on the above-named member's Military Pay Record. (If adjustment has not been entered, give explanation on reverse over D.O.'s signature and symbol number.)									
TO					TYPED NAME AND GRADE OF D.O.				
305 APS/TRP McGuire AFB NJ 08641-5507									
					D.O. SYMBOL NO.		DATE		
					SIGNATURE				

DD FORM 139, MAY 53 (EG)

EDITION OF THIS FORM NOT HAVING SSAN IS OBSOLETE AFTER 30 JUN 69.

Form approved by Comp. Gen., U.S. April 23, 1953

Designed using Perform Pro, WHS/DICR, Jun 94

Attachment 21
RECEIPT FORMAT

A21.1. Example:

* HEADING

DATE:

RECEIVED FROM: _____

_____ dollars in payment for transportation charges
from _____ to _____

Passenger Service Officer's
Signature

* HEADING: Show name of air terminal, city and state, or foreign country.

Attachment 22

PASSENGERS ON DELAYED AIRCRAFT

A22.1. The following table is used for deciding the appropriate handling of passengers on delayed aircraft.

DELAYED PASSENGER (DECISION TABLE)

Aircraft is organic and delayed at en route stop	Space available passengers are responsible for their own meals and billets. Onward move via the same organic aircraft is provided when the aircraft resumes its mission.
Aircraft is organic and mission terminates before end destination	Space available passengers are responsible for their own meals, billets, and onward movement from the unplanned termination stop.
Aircraft is (CAT B) commercial planeload charter supported and is delayed at originating/en route stop.	Manifested space available passengers are the same as space required passengers. If carrier non-controllable (i.e., weather) and no on-call billeting contract, the carrier provides for passengers and is reimbursed by AMC. If carrier non-controllable and an on-call billeting contract is available, AMC will care for the passengers. If carrier controllable, the carrier takes care of the passengers.
Aircraft is (CAT B) commercial planeload charter	The carrier is responsible for meals, billets, and onward movement of the space available passengers on a mission that at a location where no availability for continued DOD space available movement exists (i.e., a mission from Rhein-Main AB GE destined for Philadelphia LAP PA, terminates at Shannon, Ireland). If termination occurs at a location where availability for continued DOD space available exists, the carrier will provide onward movement for duty passengers only.

NOTE: For space available passengers on commercial contract flights to receive care by either the carrier or AMC, the passenger must be on the manifest.

Attachment 23**SUGGESTED TERMINAL ANNOUNCEMENTS****A23.1. Arrival Announcements:**

A23.1.1. Good _____ ladies and gentlemen. Welcome to _____. The local time is _____. Before deplaning, please check around your seating area and in the overhead compartments for any personal belongings. Again welcome to _____ and thank you for flying with the Air Mobility Command.

A23.1.2. Good _____ ladies and gentlemen. Welcome to _____. The local time is _____. For those passengers terminating their travel at _____ please check around your seating area and in the overhead compartments for any personal belongings. For those passengers continuing on to _____, the aircraft will be on the ground for approximately _____. We recommend you stay on board, but if you wish to deplane, you may do so. The aircraft will be refueled and the restrooms serviced while on the ground. Once refueling begins, we cannot allow anyone to deplane. Please refrain from using the restrooms while they are being serviced and for safety reasons please limit your movement about the cabin. Again welcome to _____ and thank you for flying with Air Mobility Command.

A23.1.3. Good _____ ladies and gentlemen. Welcome to _____. Baggage from AMC flight _____ is (now arriving/will be arriving in _____ minutes). As many bags look alike, please check the number on your baggage claim ticket with then number on your bag. If you have any problems in claiming your baggage, please check with the AMC representative in the baggage claim area or with the lost and found baggage office located _____.

A23.2. General Terminal Announcements:

A23.2.1. Air Mobility Command flight number _____, is now arriving. Passengers on board the flight may be met outside the baggage claim area located _____. Once again Air Mobility Command announces the arrival of flight number _____ from _____. Passengers on board the flight may be met outside the baggage claim area located _____.

A23.2.2. Good _____ ladies and gentlemen, passengers holding confirmed reservations and boarding passes for flight number destined for _____ should proceed to gate number _____ for final processing and boarding of your flight. If you have a reservation on flight number _____ and have not checked your baggage, please proceed to the passenger check-in counters located at _____. Once again passengers holding confirmed reservations and boarding passes for flight number _____ destined for _____ should proceed to gate number _____ for the final processing and boarding of your flight.

A23.2.3. Good _____ ladies and gentlemen, in a few minutes, we will begin the final processing and boarding for flight number _____ destined for _____. Please remain seated until you are called forward. At this time we will accomplish preboarding of all families with small children, unaccompanied children and anyone requiring special assistance. Again all families with small children, unaccompanied children, and anyone requiring special assistance may come forward to the boarding gate at this time. For all remaining passengers, please remain seated. We will begin boarding you in a few minutes. When boarding begins, we will board you by row numbers. Please have your boarding passes and ID cards available for the passenger agent.

A23.2.4. Good _____ ladies and gentlemen. AMC passengers are reminded that they must keep their bags with them at all times. Any unattended bags will be confiscated. If you notice an unattended bag in the terminal, please notify a Passenger Service Agent immediately.

A23.2.5. For those passengers awaiting the departure and boarding of AMC flight number _____, we are sorry to announce your flight has been temporarily delayed for _____. We expect to begin boarding in about _____. Please remain close by in the event we are able to start boarding sooner than expected. We regret this inconvenience and thank you for your patience.

A23.2.6. For passengers not familiar with the services available in our terminal area, we would like to point them out. (Describe services available, that is, snack bar, bookstore, nursery, telephone, and operating hours. This briefing should be made periodically during the terminal operating hours particularly during the day when large number of passengers are in the terminal.

A23.2.7. Good _____ ladies and gentlemen, in a few minutes we will begin the final processing and boarding of flight _____ destined for _____. Please remain seated until you are called forward for final boarding. We will board families with small children unaccompanied children, and those requiring assistance first. At this time I want to remind you that your carryon baggage must be able to be placed under your seat or be accommodated in the overhead storage compartments of the aircraft. Baggage that is too large must be checked and will be placed in the baggage compartment of the aircraft. Again, please remain seated. We will announce the final boarding of your aircraft in a few minutes.

Attachment 24

TERMINAL X PROGRAM MINIMUM STANDARDS

LARGE TERMINAL REQUIREMENTS

Estimated Total Area: 50000+ Sq Ft.

Workload: 3000+ Passengers Monthly

AMC Passenger Terminal Survey	FIDS on local access channel If local access channel exists
ATM Machine	Food Availability Cafeteria & Vending Machines Cafeteria not required if eating establishment within ¼ mile of terminal
Arcade games	Infant Changing Station (Minimum 1 per restroom)
Automated Telephone Service	Internet Café Minimum 3 Computers
Baggage Carts Minimum 30, increase based on workload	Lockers
Bus/Taxi Service	Long Term Parking
Bus/Taxi Shelter	Pay Phones
Cable television Special Category Lounge Family lounge Central Lobby	Self-Signup (based on terminal hours)
Children's Play Area	Shower and Towel Service
Electronic Entry/Exit	Special Category Lounge
Electronic Washrooms	Sufficient seating
Family Lounge	Sufficient professional signage
Fax machine solely for passenger use	Travel Information Minimum-AMC Gram Base Directory Car rental agency listing Hotel lodging listing Local Information Kiosk

FIDS @ Passenger Terminal: Central Lobby/Flight Check-In: 1 per 2500 sq ft Departure Gate Area: 1 per 2500 sq ft Arrival Lobby/Customs: 1 per 1550 sq ft Special Category Lounge (Minimum 1) Family lounge (Minimum 1) Security Queue (SPE) Minimum 2 viewable from outside sterile area when SPE exists Food Services (Minimum 1)	U.S. Postal Service Mailbox
FIDS @ Lodging Minimum 1	U.S. Postal Service Stamp Machine
	USO

SMALL TERMINAL REQUIREMENTS

Total Area: Up to 50000 Sq Ft.

Workload: 1-3000 Passengers Monthly

AMC Passenger Terminal Survey	Infant Changing Station (Minimum 1 per restroom)
ATM Machine	Internet Café Minimum 1
Automated Telephone Service	Pay Phones
Baggage Carts Minimum 10, increase based on workload	Self-Signup (based on terminal hours)
Cable television Special Category Lounge Family lounge Central Lobby	Special Category Lounge
Family Lounge	Travel Information Minimum-AMC Gram Base Directory Car rental agency listing Hotel lodging listing Local Information Kiosk
Fax machine (solely for passenger use)	USO

FIDS @ Passenger Terminal: Central Lobby/Flight Check-In (Minimum 1) Departure Gate Area (Minimum 1) Arrival Lobby/Customs (Minimum 1) Special Category Lounge: 1 Family Lounge: 1 Security Queue (SPE) Minimum 1 viewable from outside when SPE exists	Passenger Conveniences (Desirable) Arcade games Bus/Taxi Service Bus/Taxi Shelter Children's Play Area Electronic Entry/Exit Electronic Washrooms Lockers Long Term Parking Shower and Towel Service U.S. Postal Service Mailbox U.S. Postal Service Stamp Machine
FIDS @ Lodging Minimum 1	
FIDS on local access channel If local access channel exists	
Food Availability Vending Machines	

Attachment 25**IC CY04-1 TO AMCI 24-101, VOLUME 14, MILITARY AIRLIFT PASSENGER SERVICE****15 June 04****SUMMARY OF REVISIONS**

This interim change (IC) CY04-1 updates office symbol changes resulting from organizational changes on the HQ AMC staff and within the command, corrects formatting inconsistencies, and provides additional guidance on several customer service topics and the Terminal X Program.

2.1. General. AMC passenger terminal activities will provide a complete range of services to accommodate arriving and departing passengers and travelers awaiting AMC air travel. The terminal will afford the passenger orderly and convenient progress from the ground side of the terminal to the aircraft and back. Depending on the size, physical layout, and personnel assigned, functions may be realigned/combined for operational efficiency. All DOD passengers (Space-Required and Space-Available) will be provided prompt, courteous, and professional service on an equitable basis. Each PSA is a passenger advocate. Our passengers deserve the best service possible and nothing less than our strongest efforts.

2.4. AMC Form 22, **Passenger Survey Program**. Quality Assurance Personnel (QAPs) or PSAs will ensure this survey card is provided to the commercial contract crew for distribution prior to arrival at the final destination on Patriot Express missions as follows: Surveys will be provided at the last overseas en route location of the mission routing before reaching the CONUS or the last CONUS en route location of the mission routing before reaching the overseas location. Patriot Express locations will make the survey card available for passengers traveling on the Patriot Express. Passengers will still have the option of mailing (postage free) direct to HQ AMC/A43D, turning them over to the aircrew member or turning them over to AMC personnel at destination for forwarding to HQ AMC/A43D. The AMC Form 22 is available: HQ AMC PDC Internet site, and Local Area Networks.

2.5. All passenger terminals will use the AMC Passenger Terminal Survey to measure customer satisfaction at their particular location. The template can be found on the A43P website (see [Attachment 11](#)). The survey should be used as a local tool to demonstrate terminal effectiveness and assist with improving service as well as recognizing outstanding performers. Blank surveys will be placed in conspicuous areas around the passenger terminal. A single collection box may be used for this survey and the AMC Form 253s.

2.6. Each AMC passenger terminal activity will ensure all agents have reviewed Passenger Policy Updates messages transmitted via Defense Message Service (DMS). These messages are also available on the HQ AMC/A43P web site (see [Attachment 11](#)).

2.8. AMC Form 76, **Passenger Travel Information (AMC-GRAM)** All passenger terminals/operations will make a customized local AMC Form 76 available using the template located on HQ/AMC A43P website (see [Attachment 11](#)) to increase customer convenience and passenger agent effectiveness. The size of each section can be adjusted to meet requirements but the information must be listed as stated on the template. This form contains standardized introductory information with space for each station to insert information most requested by travelers. The form will contain information on the cost, availability, location of billeting and transportation, a recommendation to differently abled passengers with non-apparent disabilities (such as hearing impairment, asthma, or pacemakers) to advise passenger service agents of this disability at the time of check-in, notification of the AMC no-smoking policy on aircraft, and the form's revision date. Print a map of the base and major facilities on the reverse. Additional

information can be added at the local commander's discretion to increase customer service and convenience.

2.9.1. Revision of AMCVA 24-105. HQ AMC/A43P will revise the form when the AMC/CC changes. In the interim, terminals will remove the AMCVA-105 and display a letter, on AMC letterhead, signed by the senior AMC official on the installation. HQ AMC/A43P will send verbiage for the letter via message.

2.12.3. Lost/deceased pets will be processed IAW AMCI 24-101, Vol 15, Para 11.

2.12.4. Immediate courtesy notification to HQ AMC/A43P.

2.14. All passenger terminals will maintain a website that meets the following minimum criteria:

2.14.1. Accessible to passengers both inside and outside the .mil domain.

2.14.2. Passenger terminal contact information to include mailing address, DSN and commercial voice and fax telephone numbers, hours of operation and remote space available sign-up procedures to include email address.

2.14.3. List of required information for remote sign-up (see paragraph 9.1.1.).

2.14.4. Link to passenger terminal AMC Gram (see paragraph 2.8 for format).

2.14.5. Link to AMC Space Available Information Website (see [Attachment 11](#)).

2.14.6. Available customer conveniences, e.g., availability of food, ATM, lockers, family lounge, etc.

4.8.2. Unused Seats on DOD-Owned or Controlled Airlift (includes SAAM, Aero medical Evacuation, Exercise and Contingency). Maximizing use of capacity enhances efficiency and effectiveness of the Airlift System, improves customer service and enhances quality of life for service members. In accordance with DOD policy, all unused seats on DOD-owned or controlled airlift will be released for use by space required and space available passengers. On all mission types, the senior AMC or origin terminal representative, in coordination with the aircraft commander, and the user as applicable, will determine if a defined need for security, or if overriding safety or legal concerns (including hazardous cargo, customs, agriculture or citizenship and immigration service consideration) prohibit space-a travelers from flying on a specific mission. The pilot in command of the aircraft is responsible for, and has the final authority on matters affecting the operation of their aircraft. This authority is to be exercised judiciously within the context of DOD space-a policy stated in paragraph 2. Situations where the above prohibitions restrict space-a travelers from a particular mission should be the rare exception rather than the rule.

6. Travel Aboard Aircraft with Red Cross Markings:

7.4.2. DELETED.

7.5. Operational Support Aircraft (OSA).

7.5.1. Travel Orders/Authorizations/Invitational Travel authorization is required regardless of rank of the traveler(s). A list of names is not an "Authority" to travel.

7.5.2. Passengers traveling on administrative airlift or OSA do not need an AMC Form 53, **Application for Air Travel**, prepared (see [Attachment 2](#)). Passengers, who are on an advance list provided by an airlift validator, need only present their orders for verification of duty status and an ID card (these orders are not retained by passenger service). Telephone reservations from an airlift validator will be accepted by the PSC.

7.5.3. Boarding passes are not required for passengers on administrative airlift unless there is a cash transaction or checked bags; this does not circumvent the requirements of DOD 4515.13R. Normal processing procedures apply for terminal add-ons.

7.5.4. For dedicated passengers traveling on OSA missions, utilize the CIC "OSA000000000000". Apply this CIC to only those passengers associated directly with the OSA movement. Occasionally passenger terminals receive additional seat releases on OSA aircraft and select duty passengers for travel. Those additionally selected passengers require billable CICs.

7.6. **Direct to Aircraft.** PSA's will request a copy of the passenger manifest from the airlift commander or designated representative prior to aircraft departure.

8.1. All PSA's must ensure requirements of DOD 4515.13R are met with regard to passenger travel eligibility. When an order or authorization for movement of passengers is neither authorized by DOD 4515.13R nor approved according to its procedures, transportation shall be denied. When the passenger's orders appear to be erroneously published, and time and circumstances warrant, en route locations contact their respective Group and CONUS locations contact HQ AMC/A43P (DSN 779-4592) to resolve the problem. En route locations should contact HQ AMC/A43P after attempts to contact the Group have failed or the issue is time critical. If HQ AMC/A43P is not available, contact TACC/APCC (East, DSN 779-0355 and West, 779-0350) for assistance. Passengers traveling on questionable orders will be informed of the fact and advised their travel documents will be forwarded to higher headquarters for possible billing. The station making the determination shall document the case and forward it to HQ AMC/A43P, 402 Scott Dr. Unit 2A2, Scott AFB IL 62225-5302 who will forward it to the Service Headquarters for necessary action. Questionable travel cases should be forwarded with all accompanying documents (orders, statements, and passenger's permanent home of record address). The Services will make the final determination to bill the passenger or the orders issuing agency.

8.2.1. Passenger information will be collected and held in a standby status. Passenger will be moved on the first available flight with open seats to the country of origin or if movement was CONUS-CONUS, then originating station, after all other passengers for the flight have been processed (waiver authority rests with HQ AMC/A43P). If the passenger(s) is not available for the first available seats, they will forfeit the right for return travel. If the passenger elects to continue to their erroneously manifested destination via commercial means, AMC will not be responsible for returning them to their originating station.

8.2.2. Terminal managers will document all such instances and forward them to HQ AMC/A43P, 402 Scott Drive, Unit 2A2, Scott AFB IL 62225-5302, with info copies to point of origin and all en route stations.

9.1. Remote Space-Available signup may be accomplished in one of four ways: fax, email, internet and mail. All passenger terminals will accept remote sign-up via email.

10.4.1. Instances of unacceptable passenger conduct or behavior may be forwarded to HQ AMC/A43P. Include all supporting documentation (travel documents, PSA statements, police reports, etc.). HQ AMC/A43P will review all reports and make a recommendation and forward to the appropriate Service Headquarters. Decisions on passenger ineligibility rests with the passenger's respective Service Headquarters.

10.4.2. Check the latest HQ AMC/A43P message listing those persons whose Space-Available privileges have been withdrawn. This list must be available at the PSC. GATES stations will refer to this list if the name is flagged during registration. At GATES locations, the list will be automatically updated in GATES by HQ AMC/A43P. If the passenger's name is on the list, notify the shift supervisor. The shift supervisor or passenger service superintendent/officer should deal with a traveler whose travel privileges

have been suspended or revoked. If the passenger becomes unruly, contact the security forces or airport police for assistance.

11.5. Pass. Active duty military may travel on a pass but may only remain on the Space-Available register for the duration of the pass. Dependents may accompany their sponsors.

12.9. Upgrade. Space-Available passengers may be upgraded IAW DOD 4515.13R to the bottom of Category I for leave under emergency conditions (unfunded) or extreme humanitarian reasons when the facts (red cross verification, unit commander's memo) provided fully support such an exception. Emergency upgrade period for initial departure should generally be limited to one week. Passengers will maintain the origin station upgrade until they reach their specified destination; however, this upgrade is not applicable for return transportation. Passengers will return to original category of travel for return trip.

14.1. Head Tax. IAW public law, transportation tax (head tax) must be assessed for Space-Available passengers traveling on Patriot Express missions and SAAM commercial contract missions. The head tax applies to all Space-Available passengers who arrive/depart the customs territories of the United States (CTUS) to/from overseas locations on these missions. Refer to HQ AMC/A43P message guidance for current rates.

14.2. A Federal Inspection Fee (FIS) applies for Space-Available passengers to the CTUS from overseas locations on Patriot Express missions and SAAM commercial contract missions. Refer to HQ AMC/A43P message guidance for current rates.

14.3. Deposit FIS and Head Tax fees to applicable account as specified by HQ AMC/A43P annual message on account citations.

19.1. AMC Commercial Gateways. Patriot Express missions operating to/from CONUS commercial airports may be handled by contracted personnel performing part of, or the entire operation, with Air Transportation Quality Assurance Personnel overseeing the contractor, and providing technical assistance, as required. The contractor shall process the movement of DOD passengers through each Gateway IAW the Terminal Services Contract.

20.6.2.2. Protocol, billeting, or transportation representatives in an official duty status needing to know the ranks and names of VIPs before their arrival.

21. Miscellaneous Eligibility Clarification. The following information provides clarification on travel eligibility. The below clarification is based on current guidance, if a conflict arises DOD 4515.13R has precedence. Contact HQ AMC/A43P for further assistance.

21.1.1.1. Travel is authorized Overseas-CONUS, CONUS-Overseas, and Overseas-Overseas within the same theater. Travel cannot be to another theater, even if there are direct flights. Once a dependent lands in the CONUS, their onward travel is complete unless they are manifested on an aircraft that is only transiting the en route CONUS location.

21.1.1.2. The sponsor must obtain documentation, in the form of a letter, verifying command sponsorship from their current unit commander. Each letter is valid for one round trip from the sponsor's overseas PCS duty location. There is no limit on the number of letters a commander may issue. Dependents must present a copy to passenger terminal personnel, and a copy must remain in their possession during travel. Passengers will be removed from the space available register after 60 days. If passengers have not used their documentation within 60 days from the date of issuance, a new letter is required.

21.1.1.3. PSA's should only accept letters signed by commanders, acting commander, and Navy and Marine Corps individuals with "By Direction" authority. Only when personnel are assigned to headquarters billets may the squadron section commander sign letters to verify command sponsorship.

21.1.1.4. Passengers will be removed from the Space-Available Register after 60 days.

21.1.2. Non-Command Sponsored Dependent Travel Program. The intent of this program is to visit the sponsor's unaccompanied overseas duty location, not to rendezvous at another location.

21.1.2.1. Travel is authorized to the sponsor's unaccompanied permanent change of station (PCS) location. Travel under this program is not authorized when the sponsor is on TDY/TAD orders.

21.1.2.2. The sponsor must obtain prior written approval for non-command sponsored dependent travel from the installation commander or their designated representative (but no lower than the unit commander). Dependents must present a copy of the approval letter to the servicing air passenger terminal. Letter must state the sponsor's name/rank, approved unaccompanied tour location, sponsor's contact information, dependents name(s) and current residence information, length of authorized stay, and time frame the approval letter is valid.

21.1.2.3. Passengers will be removed from the Space-Available Register on expiration date of the approved time period or after 60 days, which ever comes first.

21.1.2.4. Upon arrival at the members PCS location, Non-Command sponsored dependents are not eligible to travel beyond the members PCS location accompanied or unaccompanied.

21.1.2.5. Activated reservists must be on PCS orders and assigned to an unaccompanied tour location for their dependents to qualify for this dependent travel program.

21.1.3. Category III Upgrade for Deployed USEUCOM Members. The intent of this program is to provide USEUCOM family members, whose sponsors are participating in a deployment scheduled for at least 120 days, upgrade space available travel from Category V to Category III.

21.1.3.1. Travel is authorized only within the EUCOM area of responsibility (AOR) and from/to EUCOM and the CONUS. Travel cannot be to another theater, even if there are direct flights. Dependents are authorized one round trip per each deployment (120 days or more) of the sponsor.

21.1.3.2. Dependents are eligible for this entitlement effective the first day of the deployment as indicated on the sponsor's deployment order. Dependents may not exercise the Category III entitlement after the return of the deployed sponsor.

21.1.3.3. Dependents must have in their possession a letter from the sponsor's unit commander or rear detachment commander containing the following information: sponsor's name, SSN, date assigned to unit, name of deployment, effective date of deployment and the following statement: "Military member will be deployed 120 days or more and the family member understands this is a one time entitlement per 120 day or more deployment." This letter requires the dependents signature and date. The letter must be presented at the time of sign up (in person, through mail, fax) and must be in their possession for presentation at the servicing air passenger terminal.

21.1.3.4. Passengers will remain on the Space-Available register for 60 days, they may however re-sign up again with a new date and time.

21.1.3.5. Activated reservists must be on PCS orders and assigned to USEUCOM for their dependents to qualify for this dependent travel program.

21.1.4. Early return of dependents (ERD). ERD are not eligible for Category V, command sponsored, EML, or non-command sponsored programs.

21.1.5. CONU to CONUS travel for Dependents is authorized:

21.1.5.1. One dependent may accompany sponsor on Permissive TDY for house hunting incident to a pending PCS.

21.1.6. Foreign Exchange Service Members. Foreign military personnel and family members who are on permanent assignment with DOD can travel Space-Available on USAF aircraft when in a leave status (also see Para 63). In most cases, members will have in their possession a DD Form 2765, **Uniformed Services Identification and Privilege Card**, as a valid form of identification for Space-Available travel, a US Armed Forces leave form.

21.1.7. American Samoa Veterans. IAW Title 10 U.S.C. Section 2641A, Veterans are eligible for Space Available travel between American Samoa and Hawaii and return if such travel is required in order to provide hospital care to the veteran. Eligibility includes those veterans who reside in and are located in American Samoa and as determined by an official of the Department of Veterans Affairs, must be transported to Hawaii in order to receive hospital care to which he/she is entitled.

21.1.7.1. The member must possess a letter from the Department of Veterans affairs indicating he/she resides in American Samoa and must be transported to Hawaii in order to receive hospital care. The letter should also include the dates the hospital care is to be given.

21.1.8. 100 Percent Disabled Veterans and Widows/Widowers of active duty/retired military personnel. Although entitled to other privileges such as MWR, Exchange, Commissary, etc., these individuals do not have Space-Available travel privileges.

21.2.1. DELETED.

21.2.2. DELETED.

21.2.3. DELETED.

21.2.4. DELETED.

21.2.5. DELETED.

21.2.6. DELETED.

21.3. Dependents 10 years old or older must have an ID Card in order to travel.

21.3.1. DELETED.

21.3.2. DELETED.

21.3.3. DELETED.

21.3.4. DELETED.

21.3.5. DELETED.

21.3.6. DELETED.

21.4. DELETED.

21.5. DELETED.

21.5.1. DELETED.

21.5.2. DELETED.

21.5.3. DELETED.

21.6. DELETED.

21.7. DELETED.

21.7.1. DELETED.

21.8. DELETED

21.9. DELETE

21.10. DELETED.

22.1.3. Ensure passengers holding tickets with confirmed reservations on participating domestic carriers are afforded an opportunity to interline their baggage (see AMCI 24-101, Volume 15 for interlining procedures).

NOTE: Baggage interlining for deploying passengers is not authorized between a commercial scheduled airline and an AMC mission departing from an AMC gateway. Passengers must claim their bags and check them at the AMC counter.

22.3.1. Only assist animals or booked in cabin pets are allowed in the cabin. When military working dogs are shipped on cargo aircraft they must be in a kennel or must be muzzled and remain at the handlers feet. The handler must maintain control of the pet for the entire flight and is responsible for cleaning up after the animal(s) before departing the aircraft at the arrival port.

22.5.1. Emergency Point of Contact Information. IAW DTR Part I, Chapter 103, Section N, passenger service agents and passenger functions must solicit emergency contact information from each passenger for all DOD missions. Request the full name of each passenger, rank, SSN, status (active, reserve, retired, dependent, civilian employee), branch of service, and name and phone number of an emergency contact not traveling with the passenger. This is DOD policy and the information is required to be solicited by public law. This information is important because the public law required carriers to make initial notification of an aircraft disaster within a certain period of time and certain entitlements from the carrier are tied to this notification. If a passenger does not want to list a personal emergency contact, they have the option of listing their First Sergeant or orderly room as their emergency point of contact. In the event a passenger refuses to provide emergency contact information, a manifest entry reflecting the fact will be made. If emergency contact information is already resident in GATES, passenger service agents must confirm the information with the passenger at check-in. (Automatically marking the passenger as having declined is unacceptable)

22.5.1.1. GATES locations will use the Emergency Point of Contact data field to meet this requirement. Non-GATES/manual locations will use the AMC Form 1016, **Dependent Information** to collect the required data. AMC Form 1016 will be maintained in the flight package at the originating station.

22.5.2. Customs and Border Protection (CBP) Data. CBP requires advance notification of passengers arriving from overseas with an ultimate destination in the Customs Territory of the United States (CTUS, the fifty United States, District of Columbia, and Puerto Rico) on all DOD missions.

22.20. Dispatch will pass the final passenger and baggage weight to QAP or ATOC, as applicable, and give aircraft copies of the manifest to the gate agent.

24.2.1. Differently Abled Passengers. The normal process for determining travel eligibility will be followed, along with an evaluation of required assistance for the differently abled passenger. ATOC/QAP will coordinate with the aircrew to ensure aircraft configuration provides proper access and safe transport of differently abled passengers. AMC aircrew will make every effort to accommodate them. Differently abled passenger assistance depends largely on the degree of mobility and type of aircraft (e.g., If a differently abled passenger is selected for a C-5 mission and the passenger can, with assistance, negotiate the internal stairs, he/she can travel). Once determined as eligible, the passenger terminal will advise the ATOC/QAP when a passenger with special needs (i.e., wheel-chair bound) is likely to be selected for a flight. On the rare occasion when operational or equipment limitations preclude serving differently abled passengers, passenger terminal personnel must ensure the passenger understands why air transport is not possible on the mission in question (see AMCI 11-208, Tanker/Airlift Operations for additional information).

24.2.1.1. Decisions regarding eligibility or acceptance of a differently abled passenger for a flight need to be determined at the lowest level possible. Problems concerning eligibility or acceptance that cannot be resolved locally must be reported (circumstances, chronology, names, units, etc.) to HQ AMC/A43. For time-sensitive problems, telephone HQ AMC/A43P DSN 779-4592 during normal duty hours 0730L-1630L (CST) M-F and HQ AMC TACC/APCC at DSN 779-0355 (East), and 779-0350 (West) after normal duty hours.

24.2.1.2. Seeing Eye/Assist Animals. Transportation is allowed on AMC aircraft without charge when accompanying its owner who is otherwise authorized travel. Handle animals as prescribed in DOD 4515.13R, Chapter 1.

24.2.1.4. DELETED

24.2.1.5. DELETED

24.2.5.2. Infants and Infant/Car Seats Aboard Aircraft. Infant car seats are not mandatory for travel aboard AMC flights. Utilization should be strongly encouraged. When utilized, car seats must meet FAA certification requirements.

25.2.1. Approval authority for MRS on organic missions rests with the senior transportation official at HQ AMC, AMC/TACC, or en route Air Mobility Operations Group. When requested by HQ AMC to support TWCF aerial port operations, Air Force Reserve and Guard personnel are authorized MRS status for their tours of duty. Approval for Air Force Reserve and Guard MRS status rests with HQ AMC/A43P. MRS cannot be authorized for anyone traveling in a PCS or leave status. Orders for passengers authorized MRS will be issued in accordance with the AMC supplement to AFI 37-128, *Administrative Orders*. Blanket orders are not authorized.

25.2.3.1. Range rides required by AMCI 24-201, *Commercial Airlift Management—Civil Air Carriers* conducted by HQ AMC/A34Y quality assurance personnel (QAP), HQ AMC/A34Y contract administrators, and authorized air terminal and commercial gateways QAP, AMC headquarters staff personnel, or other non-AMC personnel invited by or as directed by the Commander of AMC to evaluate service may be authorized MRS.

25.2.3.2. HQ AMC/A34I, OL-F and AMC/A34Y OL-G are the approval authorities for Patriot Express MRS travel. At the local level, submit requests for Patriot Express MRS travel through the senior air transportation officer on station to the senior AMC commander on station for approval by AMC/A34Y OL-F and AMC/A34Y OL-G. On non-AMC bases, submit requests through the senior air transportation officer on station to the AMC group commander for submission to AMC/A34Y OL-F and AMC/A34Y

OL-G for approval. MRS travel requests by AMC staff will be routed to HQ AMC/A43P detailing reasons for travel on Patriot Express and the costs to TWCF. Send base-level requests with the same information through the senior air transportation officer to AMC/A34Y OL-F and AMC/A34Y OL-G. Submit requests as soon as possible after requirement is known.

25.5.4. For movements by DCS couriers, courier travel orders and other required information can be delivered or faxed to the passenger terminal not later than 3 hours prior to flight departure. DCS couriers are not required to process through the passenger terminal and may go directly to the aircraft.

25.5.5.1. DELETED.

25.5.5.2. DELETED.

25.7. Inactive Duty Training (IDT). Members of the Reserve Components of the Armed Forces may travel Space-Required on DOD aircraft for attendance at IDT assemblies. This travel can be within the CONUS, between CONUS and OCONUS or OCONUS-OCONUS.

27.3. DELETED.

27.4. DELETED.

27.5. Federal Aviation Administration (FAA)/Transportation Security Agency (TSA) security directives contain sensitive information. These documents will not be distributed to aerial ports. HQ AMC/A43P will consolidate any applicable information and transmit via message to the units.

28. Single Point Entry (SPE)/Non-SPE Terminals: SPE and Non-SPE activities will be established utilizing AMCI 24-101, Volume 24, AMC Passenger Terminal Force Protection as guidance.

28.1. DELETED.

28.2. DELETED.

28.2.1. DELETED.

28.3. DELETED.

28.4. DELETED.

28.5. DELETED.

28.6. DELETED.

28.7. DELETED.

29. Anti-Hijack Inspections/Passenger Screening will be conducted IAW AMCI 24-101 Vol 24.

29.1. Checked and Hand-Carried Baggage Inspection will be conducted IAW AMCI 24-101 Vol 24

29.1.1. DELETED.

29.1.2. DELETED.

29.2. DELETED.

29.2.1. DELETED.

31.5. The aircraft commander or designated representative will ensure "direct to aircraft passengers" (such as DVs traveling on administrative aircraft) comply with the intent of anti-hijack requirements and

public law requirement to solicit emergency contact information and annotate on passenger manifest prior to departure.

33.5. The ATOC is responsible for advising the aircraft commander or representative that passengers will be boarding with firearms. At commercial gateway operations, the QAP representative is responsible for advising the aircraft commander or representative that passengers will be boarding with firearms.

36.1.6. An individual's issue of ammunition will be boxed or crated and certified for shipment using appropriate shipper's declaration for dangerous goods and stowed in the forward baggage compartment. Prior to authorizing the above, HQ AMC/A34Y must be contacted to make arrangements with the commercial carrier concerned. The aircraft commander/captain or designated representative will be briefed on the hazardous material prior to loading.

37.6. Baggage/Passenger Matching. Baggage belonging to originating passengers manifested and not present on the aircraft will be removed from the aircraft. If passengers are rotated or removed from the flight then the baggage belonging to the passenger will also be downloaded. Normally at enroute stops passengers choosing to disembark will be given their baggage. However, the aircraft commander may waive this requirement and allow the unaccompanied baggage to continue to tagged destination.

37.8. Unsafe Aircraft/Conditions/Activity. In accordance with 10 U.S.C. 2640, the following will apply with regard to the authority to leave unsafe aircraft: "A representative of the Air Mobility Command, the Military Surface Deployment and Distribution Command, or other such agency as may be designated by the Secretary of Defense (or if there is no such representative reasonably available, the senior officer onboard a chartered aircraft) may order members of the Armed Forces to leave the chartered aircraft if the representative (or officer) determines that a condition exists on the aircraft which may endanger the safety of the members." Representatives of AMC include, but are not limited to, DOD Air Carrier Survey Team members, contracting officers, contract administrators, AMC ramp inspectors, and their superior officers.

39.4. Support of Service Members on Delayed TWCF Aircraft. AMCI 65-602, *Transportation Working Capital Fund (TWCF) Budget Operations, Concepts and Accounts*, paragraph 6.8 provides guidance for AMC payment of lodging and meals/ground transportation, if required, for service members in a group travel status (same orders, same origin, same destination and no per diem authorized) who are delayed while traveling on Special Assignment Airlift Missions (SAAMs), Joint Chiefs of Staff (JCS) Exercise missions, Joint Airborne/ Air Transportability Training (JA/ATT) and contingency missions due to weather or aircraft maintenance problems.

42.3. Special Category (SC) Lounges. Special category lounges are primarily for the use of those in the ranks of 0-6 (or civilian equivalent) and above. Additionally, all E-9 passengers are allowed access to AMC owned special category lounges. Special category lounges at commercial Gateway locations are not AMC owned. However, any additional services such as DV baggage tags, first on/first off boarding etc are not authorized. Additionally, use of the SC lounge is extended to MMO, Blue Bark, Coin Assist, Medal of Honor Recipients, and Next of Kin (NOK) of Very Seriously Ill (VSI) passengers. Special category lounges do not have manpower authorizations and will not be manned by passenger terminal personnel. However, lounges will be checked periodically to ensure they are comfortable and clean.

45.1. Accounting Citations. Upon receipt from HQ AMC/A8, HQ AMC/A43P will provide the yearly accounting citations via message to all passenger terminals.

58.4. The following information applies to crewmembers as well as passengers of all services:

TYPE OF TRAVELER	CHARGE FOR MEAL	CHARGE FOR SNACK MEAL
Officers PCS/TDY/Leave	YES	YES
Enlisted PCS/TDY/Leave	YES	YES
Officer, Enlisted TDY (Group Travel Status)	NO	NO
Enlisted on Pass Receiving Separate Rations (BAS)	YES	YES
Enlisted on Pass not on Separate Rations (BAS)	NO	NO
Dependents	YES	YES
Civilians/Foreign Nationals/Retired	YES	YES

66. Customer Convenience Improvement Program (Terminal X). The Terminal X Program is a combined effort between HQ AMC and AMC bases. The goal is to provide first class "warrior conveniences" to DOD personnel and their families by providing services and amenities comparable to commercial airports. The primary goal of each terminal should be to ensure America's warfighters are treated with honor as they transit through the passenger terminal. The list in [Attachment 24](#) provides AMC minimum standards for large and small passenger terminals.

Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

DOD 4500.54-G, *DOD Foreign Clearance Guide*

DOD 4515.13-R, *Air Transportation Eligibility*

DOD 4500.9-R, Parts 1, 3, 5, *Defense Transportation Regulation*

JTR Volume I and II, *Joint Travel Regulation*

DFAS-DE 7010.1-R, *General Accounting and Finance Systems at Base Level*

DFAS-DE 7010.2-R, *Commercial Transactions at Base Level*

DFAS-DE 7073.1-R, *Defense Joint Military Pay System-Active Component FSO Procedures*

AFMAN 37-139, *Records Disposition Schedule*

AFJI 24-107, *Policies and Procedures for Obtaining Passenger Reservations for DOD International Air Travel*

AFI 37-138, *Records Disposition-Procedures and Responsibilities*

AMCI 24-101, Volumes 1, 2, 6, 9,10, 11, 14,and 15, *Military Airlift*

AMCI 65-602, *Transportation Working Capital Fund (TWCF) Budget Operations, Concepts and Accounts*

AMC Tariff Rate Guide, https://www.amcfm.scott.af.mil/FM_FMBT.cfm

AMC Channel Sequence Listing, <https://tacc.scott.af.mil/directorates/xog/docs/sequencelisting.pdf>

GATES Software Users' Manual, <https://gates.scott.af.mil/Projects/Gates2/Products/Products.htm>

Terms

Travel Information Manual (TIM). Each passenger terminal maintaining a DOD Foreign Clearance Guide (FCG) for the purpose of performing border clearance can obtain this publication by contacting the local base library. The base library will order the publication in accordance with AFI 34-113. The pertinent information necessary for ordering is as follows: Name: (T.I.M.) Travel Information Manual; Subscriptions Dept., P.O. Box 902, 2130 EA Hoofddorp, The Netherlands

A6.1. Use the following chart to construct a CIC for MRS travel when one is not provided on the travel order:

NOTE: BLANKET MRS ORDERS ARE NOT AUTHORIZED.

Position	Entry and/or Description
1-4	
2-4	MRS
5	Headquarters Identification
	1-HQ AMC
	2-21AF
	3-15AF
	4-721 AMOG
	5-715 AMOG
	6-AFRC
	7-ANG
6-9	Staff, Wing, or Group office Identification: Examples: DONP, 4370, 7150
10-13	AMC Squadron, or Reserves Forces When not used, enter "0000"
14-15	Unique squadron identifier: For Patriot Express MRS traveler's use 0B, all others will be coded 00

A11.1. HQ AMC/A43P Messages and Policy Updates, <https://amclg.scott.af.mil/cgi-bin/index.pl?dd=/don/lgt&ti=HQ+AMC/LGTP+-+Passenger+Policy>.

A11.12. AMC Space Available Information Website, <http://amcpublic.scott.af.mil/SPACEA/spacea.htm>.

A23.2.4. Good _____ ladies and gentlemen. AMC passengers are reminded that they must keep their bags with them at all times. Any unattended bags will be confiscated. If you notice an unattended bag in the terminal, please notify a Passenger Service Agent immediately.

Attachment 24

Terminal X Program Minimum Standards

LARGE TERMINAL REQUIREMENTS

Estimated Total Area: 50000+ Sq Ft.

Workload: 3000+ Passengers Monthly

AMC Passenger Terminal Survey	FIDS on local access channel If local access channel exists
ATM Machine	Food Availability Cafeteria & Vending Machines Cafeteria not required if eating establishment within ¼ mile of terminal
Arcade games	Infant Changing Station (Minimum 1 per restroom)
Automated Telephone Service	Internet Café Minimum 3 Computers
Baggage Carts Minimum 30, increase based on workload	Lockers
Bus/Taxi Service	Long Term Parking
Bus/Taxi Shelter	Pay Phones
Cable television Special Category Lounge Family lounge Central Lobby	Self-Signup (based on terminal hours)
Children's Play Area	Shower and Towel Service
Electronic Entry/Exit	Special Category Lounge
Electronic Washrooms	Sufficient seating
Family Lounge	Sufficient professional signage
Fax machine solely for passenger use	Travel Information Minimum-AMC Gram Base Directory Car rental agency listing Hotel lodging listing Local Information Kiosk

FIDS @ Passenger Terminal: Central Lobby/Flight Check-In: 1 per 2500 sq ft Departure Gate Area: 1 per 2500 sq ft Arrival Lobby/Customs: 1 per 1550 sq ft Special Category Lounge (Minimum 1) Family lounge (Minimum 1) Security Queue (SPE) Minimum 2 viewable from outside sterile area when SPE exists Food Services (Minimum 1)	U.S. Postal Service Mailbox
FIDS @ Lodging Minimum 1	U.S. Postal Service Stamp Machine
	USO

SMALL TERMINAL REQUIREMENTS

Total Area: Up to 50000 Sq Ft.

Workload: 1-3000 Passengers Monthly

AMC Passenger Terminal Survey	Infant Changing Station (Minimum 1 per restroom)
ATM Machine	Internet Café Minimum 1
Automated Telephone Service	Pay Phones
Baggage Carts Minimum 10, increase based on workload	Self-Signup (based on terminal hours)
Cable television Special Category Lounge Family lounge Central Lobby	Special Category Lounge
Family Lounge	Travel Information Minimum-AMC Gram Base Directory Car rental agency listing Hotel lodging listing Local Information Kiosk
Fax machine (solely for passenger use)	USO

FIDS @ Passenger Terminal: Central Lobby/Flight Check-In (Minimum 1) Departure Gate Area (Minimum 1) Arrival Lobby/Customs (Minimum 1) Special Category Lounge: 1 Family Lounge: 1 Security Queue (SPE) Minimum 1 viewable from outside when SPE exists	Passenger Conveniences (Desirable) Arcade games Bus/Taxi Service Bus/Taxi Shelter Children's Play Area Electronic Entry/Exit Electronic Washrooms Lockers Long Term Parking Shower and Towel Service U.S. Postal Service Mailbox U.S. Postal Service Stamp Machine
FIDS @ Lodging Minimum 1	
FIDS on local access channel If local access channel exists	
Food Availability Vending Machines	

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